Note
Before using this information and the product that it supports, read the information in “Notices” on page 89.
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About this WinCollect User Guide

This documentation provides you with information that you need to install and configure WinCollect agents, and retrieve events from Windows-based event sources. WinCollect is supported by IBM® Security QRadar® SIEM and IBM QRadar Log Manager.

**Intended audience**

System administrators who are responsible for installing WinCollect must be familiar with network security concepts and device configurations.

**Technical documentation**

To find IBM Security QRadar product documentation on the web, including all translated documentation, access the IBM Knowledge Center (http://www.ibm.com/support/knowledgecenter/SS42VS/welcome).

For information about how to access more technical documentation in the QRadar products library, see QRadar Support – Assistance 101 (https://ibm.biz/qradarsupport).

**Contacting customer support**

For information about contacting customer support, see QRadar Support – Assistance 101 (https://ibm.biz/qradarsupport).

**Statement of good security practices**

IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. IBM systems, products and services are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM DOES NOT WARRANT THAT ANY SYSTEMS, PRODUCTS OR SERVICES ARE IMMUNE FROM, OR WILL MAKE YOUR ENTERPRISE IMMUNE FROM, THE MALICIOUS OR ILLEGAL CONDUCT OF ANY PARTY.
Chapter 1. What's new in WinCollect

Learn about the new features in each WinCollect release.

What's new in V7.2.9
WinCollect V7.2.9 includes the following capabilities:

• Event Forwarding Filtering
• Event Forwarding Sending to one log source support
• Digitally signed installers
• Millisecond Time format for Event Log collection
• DHCP support for Spanish and Polish
• CP Support for Status Messages
• File Forwarder multi-line log support
• Removed MMC requirement from patch installer install

What's new in V7.2.8
WinCollect V7.2.8 includes the following capabilities:

• Support for remote polling for Microsoft IIS events using the WinCollect plug-in for Microsoft IIS.
• Support for Microsoft Exchange Server.
• A new logging subsystem that combines logging into a single file.
• A new statistics file that tracks events per second per channel (event log).

  Learn more about the Statistics Subsystem.
• Support for the Windows 2016 Core OS.

What's new in V7.2.7
WinCollect V7.2.7 includes support for DNS debug logging on Windows Server 2008 (32-bit).

  Learn more about DNS debug logging.

What's new in V7.2.6
WinCollect V7.2.6 includes the following capabilities:

• More information from Microsoft standard event logs is now captured.
• You can now set up inclusion filters for the following Windows logs: Application, Security, System, and DNS.

  Learn more about inclusion filters.
• Pre-defined Windows Security event filters, based on NSA recommendations.

  Learn more about the NSA filter type.
• Support for more time stamp formats with WinCollect DNS debug logs.
• Introduced InfoX debug logs to provide customers with more details on events that are being captured.
Learn more about InfoX debug logs.

What's new in V7.2.5
WinCollect V7.2.5 includes support for Microsoft Windows Server 2016.

What's new in V7.2.4
WinCollect V7.2.4 includes the following capabilities:

- DNS Debugging plug-in. WinCollect V7.2.4 expands log collection by adding the DNS debugging plug-in. The plug-in collects DNS debugging logs, which let you monitor DNS traffic.
  
  Learn more about DNS Debugging options.
  
  Learn more about WinCollect installations.
- Improved installation process. The installation wizard for both managed and stand-alone deployments of WinCollect now includes a configuration file that you can use in silent installations.
  
  Learn more about WinCollect installations.
- Improved uninstallation process. When you uninstall WinCollect V7.2.4, you no longer need to stop services. The uninstallation process also removes all WinCollect files.
- Custom entries in WinCollect status messages. You can add custom information to the WinCollect Agent status messages.
  
  Learn more about custom log entries.
- Log improvements. WinCollect manages disk space for logs by compressing and archiving new versions of logs after they reach 20 MB. This feature is now available for both upgrades and new installations of WinCollect V7.2.4.
  
  Learn more about logs.

What's new in V7.2.3
WinCollect V7.2.3 includes the following capabilities:

- Reduction in the disk space that is required for log maintenance. WinCollect manages disk space for logs by compressing and archiving new versions of logs after they reach a certain size. WinCollect also archives the oldest patch checkpoint folder after 10 are created. When QRadar updates WinCollect with new code, the checkpoint folders store a backup of the replaced code. This feature is available automatically for new installations of WinCollect V7.2.3. Users that upgrade to WinCollect V7.2.3 can configure options that enable the log rollover feature. Learn more.
- Stand-alone agents can send events that use TLS Syslog. You can configure a log source in WinCollect stand-alone deployments to send encrypted events to IBM QRadar. Learn more.

What's new in V7.2.2-2
WinCollect V7.2.2-2 includes the following capabilities:

- A simplified installation and upgrade procedure.
- Added event rate tuning profile. You can select a profile that represents the events per second that the target system collects. For more information, see “Windows log source parameters” on page 46.
Chapter 2. WinCollect overview

The WinCollect application is a Syslog event forwarder that administrators can use for Windows event collection with QRadar. The WinCollect application can collect events from systems with WinCollect software installed (local systems), or remotely poll other Windows systems for events.

WinCollect is one of many solutions for Windows event collection. For more information about alternatives to WinCollect, see the IBM Security QRadar DSM Configuration Guide.

How does WinCollect Work?
WinCollect uses the Windows Event Log API to gather events, and then WinCollect sends the events to QRadar.

WinCollect managed deployment
A managed WinCollect deployment has a QRadar appliance that shares information with the WinCollect agent that is installed on the Windows hosts that you want to monitor. The Windows host can either gather information from itself, the local host, and, or remote Windows hosts. Remote hosts don't have the WinCollect software installed. The Windows host with WinCollect software installed polls the remote hosts, and then sends event information to QRadar.

Figure 1. WinCollect managed deployment example

Important:
1. In a managed deployment, the WinCollect agents that are installed on Windows hosts can be managed by either a QRadar Console or a QRadar managed host.
2. Managed WinCollect deployments are not supported on QRadarIBM on Cloud.

In a managed deployment, WinCollect is designed to work with up to 500 Windows agents per Console and managed host. For example, if you have a deployment with a Console, an Event Processor, and an Event Collector, each can support up to 500 Windows agents, for a total of 1,500. If you want to monitor more than 500 Windows agents per Console or managed host, use the stand-alone WinCollect deployment.

For more information, see Chapter 8, “Stand-alone deployments and WinCollect Configuration Console,” on page 75.

The managed WinCollect deployment has the following capabilities:
• Central management from the QRadar Console or managed host.
• Automatic local log source creation at the time of installation.
• Event storage to ensure that no events are dropped.
• Collects forwarded events from Microsoft Subscriptions.
• Filters events by using XPath queries or exclusion filters.
• Supports virtual machine installations.
• Console can send software updates to remote WinCollect agents without you reinstalling agents in your network.
• Forwards events on a set schedule (Store and Forward)

**WinCollect stand-alone deployment**

If you need to collect Windows events from more than 500 agents, use the stand-alone WinCollect deployment. A stand-alone deployment is a Windows host in unmanaged mode with WinCollect software installed. The Windows host can either gather information from itself, the local host, and/or remote Windows hosts. Remote hosts don't have the WinCollect software installed. The Windows host with WinCollect software installed polls the remote hosts, and then sends event information to QRadar. To save time when you configure more than 500 Windows agents, you can use a solution such as IBM Endpoint Manager. Automation can help you manage stand-alone instances.

**Figure 2. WinCollect stand-alone deployment example**

You can also deploy stand-alone WinCollect to consolidate event data on one Windows host, where WinCollect collects events to send to QRadar.

Stand-alone WinCollect mode has the following capabilities:

• You can configure each WinCollect agent by using the WinCollect Configuration Console.
• You can update WinCollect software with the software update installer.
• Event storage to ensure that no events are dropped.
• Collects forwarded events from Microsoft Subscriptions.
• Filters events by using XPath queries or exclusion filters.
• Supports virtual machine installations.
• Supports TLS Syslog.
• Automatically create a local log source at the time of agent installation.

**Setting up a Managed WinCollect deployment**

For a managed deployment, follow these steps:
1. Understand the prerequisites for managed WinCollect, which ports to use, what hardware is required, how to upgrade. For more information, see Chapter 4, “Installation prerequisites for WinCollect,” on page 9.

2. Install the WinCollect application on the QRadar console that is used to monitor your Windows hosts. For more information, see “Installing and upgrading the WinCollect application on QRadar appliances” on page 17.

3. Create an authentication token so that the Windows hosts can send information to QRadar. For more information, see “Creating an authentication token for WinCollect agents” on page 18.

4. Install the WinCollect agent on the Windows hosts. For more information, see one of the following options:
   - “Installing the WinCollect agent on a Windows host” on page 19
   - “Installing a WinCollect agent from the command prompt” on page 22, or
   - “Manually adding a WinCollect agent ” on page 31

5. If you want to add bulk log sources by using domain controllers in your deployment, see “Bulk log sources for remote event collection” on page 73.

6. If you want to configure forwarded events, or event subscriptions, see “Windows event subscriptions for WinCollect agents” on page 37.

7. If you want to tune your WinCollect installation, see the event tuning profile section in “Windows log source parameters” on page 46.

8. If you want to set up multiple QRadar destinations in case one fails, see “Adding multiple destinations to WinCollect agents” on page 28.

**Setting up a stand-alone WinCollect deployment**

For a stand-alone deployment, follow these steps:

1. Install the WinCollect software on the Windows host or hosts that send Windows events to QRadar. For more information, see “Installing the WinCollect agent on a Windows host” on page 19.

2. Install the WinCollect configuration console, the WinCollect software update, or both. For more information, see “Installing the configuration console” on page 76 or “Silently installing, upgrading, and uninstalling WinCollect software” on page 77.

3. Configure the destination, or the QRadar appliance where the Windows hosts send Windows events. For more information, see “Adding a destination to the WinCollect Configuration Console” on page 78.

4. If you collect events from remote hosts, create credentials so that WinCollect can log in to the remote hosts. See “Creating a WinCollect credential” on page 78.

5. Set up the devices that send Windows events to WinCollect. For more information, see “Adding a device to the WinCollect Configuration Console” on page 79.
Chapter 3. WinCollect capabilities in IBM QRadar on Cloud

WinCollect stand-alone deployments are available in IBM QRadar on Cloud, but managed deployments are not.

Review the following table to understand which WinCollect capabilities are supported by IBM QRadar on Cloud.

<table>
<thead>
<tr>
<th>Capability</th>
<th>QRadar SIEM</th>
<th>IBM QRadar on Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central management from the QRadar Console or managed host.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Automatic local log source creation at the time of installation.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Event storage to ensure that no events are dropped.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Collects forwarded events from Microsoft Subscriptions.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Filters events by using XPath queries or exclusion filters.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Supports virtual machine installations.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>QRadar Console can send software updates to WinCollect agents.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Forwards events on a set schedule (Store and Forward).</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>You can configure each WinCollect agent by using the WinCollect Configuration Console.</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>You can update WinCollect software with the software update installer.</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Chapter 4. Installation prerequisites for WinCollect

Before you can install WinCollect agents, you must verify that your deployment meets the installation requirements.

**Supported versions**

Administrators should be aware that supported software versions for IBM WinCollect is the Latest version (n) and latest minus one (n-1). This means that the two newest versions of WinCollect are the versions that QRadar Support will recommend with any support tickets (cases) that are opened. To prevent issues, it is important that administrators keep WinCollect deployments updated when new versions are posted to IBM Fix Central. For questions related to this statement, ask in the WinCollect forum: http://ibm.biz/wincollectforums.

**Note:** WinCollect does not support agents installed on Windows servers that use Network Address Translation (NAT). If you place an Event Collector in the same NAT environment as the managed agents, the agents can use the Event Collector as a configuration server, status server, and to send events. However, the Event Collector must be configured to use NAT.

**Distribution options for WinCollect agents**

WinCollect agents can be distributed in a remote collection configuration or installed on the local host. The following WinCollect collection methods are available: local and remote.

**Local collection**

The WinCollect agent collects events only for the host on which it is installed. You can use this collection method on a Windows host that is busy or has limited resources, for example, domain controllers.

**Important:** Local collection on Domain Controllers is more stable than remote collection because Domain Controllers typically have a heavier event per second (EPS) rate than member servers.

**Remote Collection**

The WinCollect agent is installed on a single host and collects events from multiple Windows systems. Use remote collection to easily scale the number of Windows log sources that you can monitor.
System performance and deployment strategies

Use the following strategies to reduce the impact to system performance:

- To reduce the total number of agents, use remote collection where one agent monitors many endpoints.
- If you update a group of WinCollect agents, do it during off-peak operating hours.
- Deploy and manage the WinCollect agents in groups of 100 and monitor system performance for issues.

Communication between WinCollect agents and QRadar

Open ports are required for data communication between WinCollect agents and the QRadar host, and between WinCollect agents and the hosts that they remotely poll.

WinCollect agent communication to QRadar Console and Event Collectors

All WinCollect agents communicate with the QRadar Console and Event Collectors to forward events to QRadar and request updated information. You must ensure firewalls that are between the QRadar Event Collectors and your WinCollect agents allow traffic on the following ports:

Port 8413
This port is required for managing the WinCollect agents. Port 8413 is used for features such as configuration updates. Traffic is always initiated from the WinCollect agent. This traffic is sent over TCP and communication is encrypted.

Port 514
This port is used by the WinCollect agent to forward syslog events to QRadar. You can configure WinCollect log sources to provide events by using TCP or UDP. You can decide which transmission protocol is required for each WinCollect log source. Port 514 traffic is always initiated from the WinCollect agent.

WinCollect agents remotely polling Windows event sources

WinCollect agents that remotely poll other Windows operating systems require extra ports. The following table describes the ports that are used.

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocol</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>135</td>
<td>TCP</td>
<td>Microsoft Endpoint Mapper</td>
</tr>
</tbody>
</table>
Table 2. Port usage for WinCollect remote polling (continued)

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocol</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>137</td>
<td>UDP</td>
<td>NetBIOS name service</td>
</tr>
<tr>
<td>138</td>
<td>UDP</td>
<td>NetBIOS datagram service</td>
</tr>
<tr>
<td>139</td>
<td>TCP</td>
<td>NetBIOS session service</td>
</tr>
<tr>
<td>445</td>
<td>TCP</td>
<td>Microsoft Directory Services for file transfers that use Windows share</td>
</tr>
<tr>
<td>49152 – 65535</td>
<td>TCP</td>
<td>Default dynamic port range for TCP/IP</td>
</tr>
</tbody>
</table>

**Note:** Exchange servers are configured for a port range of 6005 – 58321 by default.

**Tip:** Use Windows Server to perform remote polling whenever you are polling a large number of remote machines.

The MSEVEN protocol uses port 445. The NETBIOS ports (137 - 139) can be used for host name resolution. When the WinCollect agent polls a remote event log by using MSEVEN6, the initial communication with the remote machine occurs on port 135 (dynamic port mapper), which assigns the connection to a dynamic port. The default port range for dynamic ports is between port 49152 and port 65535, but could be different dependent on the server type. For example, Exchange servers are configured for a port range of 6005 – 58321 by default.

To allow traffic on these dynamic ports, enable and allow the two following inbound rules on the Windows server that is being polled:

- Remote Event Log Management (RPC)
- Remote Event Log Management (RPC-EPMAP)

**Important:** To limit the number of events that are sent to QRadar, administrators can use exclusion filters for an event based on the EventID or Process. For more information about WinCollect filtering, see WinCollect Event Filtering (http://www.ibm.com/support/docview.wss?uid=swg21672656).

Enabling remote log management on Windows 7

You can enable remote log management only when your log source is configured to remotely poll other Windows operating systems. You can enable remote log management on Windows 7 for XPath queries.

You can enable remote log management on Windows 7 for XPath queries.

**Procedure**

1. On your desktop, select Start > Control Panel.
2. Click the System and Security icon.
3. Click Allow a program through Windows Firewall.
4. If prompted, click Continue.
5. Click Change Settings.
6. From the Allowed programs and features pane, select Remote Event Log Management.
   Depending on your network, you might need to correct or select more network types.
7. Click OK.
Enabling remote log management on Windows 2008

You can enable remote log management only when your log source is configured to remotely poll other Windows operating systems. You can enable remote log management on Windows Server 2008 for XPath queries.

You can enable remote log management on Windows Server 2008 for XPath queries.

Procedure
1. On your desktop, select Start > Control Panel.
2. Click the Security icon.
3. Click Allow a program through Windows Firewall.
4. If prompted, click Continue.
5. From the Exceptions tab, select Remote Event Log Management and click OK.

Enabling remote log management on Windows 2008 R2 and Windows 2012 R2

You can enable remote log management only when your log source is configured to remotely poll other Windows operating systems. You can enable remote log management on Windows 2008 R2 and Windows 2012 R2 for XPath queries.

You can enable remote log management on Windows 2008 R2 and Windows 2012 R2 for XPath queries.

Procedure
1. On your desktop, select Start > Control Panel.
2. Click the Window Firewall icon.
3. Click Allow a program through Windows Firewall.
4. If prompted, click Continue.
5. Click Change Settings.
6. From the Allowed programs and features pane, select Remote Event Log Management check box.
   Depending on your network, you might need to correct or select more network types.
7. Click OK.

Hardware and software requirements for the WinCollect host

Ensure that the Windows-based computer that hosts the WinCollect agent meets the minimum hardware and software requirements.

Hardware/virtual machine requirements

The following table describes the minimum hardware requirements for local collection:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory</td>
<td>1 Event per second (EPS) or less: 12.5 MB</td>
</tr>
<tr>
<td></td>
<td>100 EPS or less: 27 MB</td>
</tr>
<tr>
<td></td>
<td>1,000 EPS or less: 97 MB</td>
</tr>
<tr>
<td></td>
<td>~5,000 EPS or less: 201 MB</td>
</tr>
</tbody>
</table>
Table 3. Hardware/VM requirements for local collection by using WinCollect (continued)

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel Core i3</td>
</tr>
<tr>
<td>Available processor resources</td>
<td>Approximately 20%, depending on CPU, EPS, and number of endpoints polled.</td>
</tr>
<tr>
<td>Disk space</td>
<td>3 GB of available disk space for software and log files. 6 GB might be required if events are stored on a schedule.</td>
</tr>
</tbody>
</table>

Note: WinCollect CPU and memory loads depend on several factors, including the number of events per second that are being processed and the number of remote endpoints that are being polled.

The following table shows resources that are used by WinCollect in testing environments with various hardware configurations and EPS counts.

Table 4. Comparison of tested WinCollect environments (local polling)

<table>
<thead>
<tr>
<th>Profile</th>
<th>Type</th>
<th>OS</th>
<th>RAM</th>
<th>Cores</th>
<th>Avg EPS</th>
<th>RAM used</th>
<th>Avg CPU</th>
</tr>
</thead>
<tbody>
<tr>
<td>High EPS</td>
<td>VM</td>
<td>Windows 2012 Server</td>
<td>8 GB</td>
<td>8</td>
<td>5,000</td>
<td>200 MB</td>
<td>17%</td>
</tr>
<tr>
<td>Medium EPS</td>
<td>VM</td>
<td>Windows 2012 Server</td>
<td>8 GB</td>
<td>8</td>
<td>300</td>
<td>25 MB</td>
<td>1.3%</td>
</tr>
<tr>
<td>Low EPS</td>
<td>Notebook</td>
<td>Windows 7</td>
<td>32 GB</td>
<td>8</td>
<td>&lt;1</td>
<td>10 MB</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

The following table describes the minimum hardware requirements for remote collection:

Table 5. Hardware/VM requirements for remote collection by using WinCollect

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
</table>
| Memory                       | 5 endpoints or less: 80 MB  
                                    | 250 endpoints or less: 293 MB  
                                    | 500 endpoints or less: 609 MB |
| Processor                    | Intel Core i3                                                               |
| Available processor resources| Approximately 20%, depending on CPU, EPS, and number of endpoints polled.  |
| Disk space                   | 3 GB of available disk space for software and log files. 6 GB might be required if events are stored on a schedule. |

Note: WinCollect CPU and memory loads depend on several factors, including the number of events per second that are being processed and the number of remote endpoints that are being polled.
Table 6. Comparison of tested WinCollect environments (remote polling)

<table>
<thead>
<tr>
<th>Profile</th>
<th>Type</th>
<th>OS</th>
<th>RAM</th>
<th>Cores</th>
<th>Endpoints polled</th>
<th>Avg EPS</th>
<th>RAM used</th>
<th>Avg CPU</th>
</tr>
</thead>
<tbody>
<tr>
<td>High EPS Low Device Count</td>
<td>VM</td>
<td>Windows 2012 Server</td>
<td>12 GB</td>
<td>8</td>
<td>6</td>
<td>3,000</td>
<td>78 MB</td>
<td>6.5%</td>
</tr>
<tr>
<td>Medium EPS and Device count</td>
<td>VM</td>
<td>Windows 2016 Server</td>
<td>12 GB</td>
<td>4</td>
<td>250</td>
<td>2,500</td>
<td>290 MB</td>
<td>14%</td>
</tr>
<tr>
<td>High EPS High Device count</td>
<td>VM</td>
<td>Windows 2016 Server</td>
<td>16 GB</td>
<td>8</td>
<td>500</td>
<td>5,000</td>
<td>605 MB</td>
<td>10.75%</td>
</tr>
</tbody>
</table>

Software requirements

The following table describes the software requirements:

Table 7. Software requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
<td>Windows Server 2019 (including Core)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2016 (including Core)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2012 (including Core)</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2008 (including Core)</td>
</tr>
<tr>
<td></td>
<td>Windows 10</td>
</tr>
<tr>
<td></td>
<td>Windows 8</td>
</tr>
<tr>
<td></td>
<td>Windows 7</td>
</tr>
<tr>
<td>Distribution</td>
<td>One WinCollect agent for each Windows host.</td>
</tr>
<tr>
<td>Required user role permissions for installation</td>
<td>Administrator, or local administrator</td>
</tr>
<tr>
<td></td>
<td>Administrative permissions are not required for remote collection.</td>
</tr>
</tbody>
</table>

Important: WinCollect is not supported on versions of Windows that are designated end-of-life by Microsoft. After software is beyond the Extended Support End Date, the product might still function as expected. However, IBM does not make code or vulnerability fixes to resolve WinCollect issues for older operating systems. For example, Microsoft Windows Server 2003 R2 and Microsoft Windows XP are operating systems that are beyond the "Extended Support End Date." Any questions about this announcement can be discussed in the IBM QRadar Collecting Windows Events (WMI/ALE/WinCollect) forum. For more information, see https://support.microsoft.com/en-us/lifecycle/search (https://support.microsoft.com/en-us/lifecycle/search).
WinCollect agent installations and events per second

Before you install your WinCollect agents, it is important to understand the number of events that can be collected by a WinCollect agent.

Tuning an agent to increase the EPS rates for remote event collection depends on your network, the number of log sources that you assign to the agent, and the number of events that are generated by each log source. For more information about events and tuning, see Log Source Event Rates and Tuning Profiles (http://www.ibm.com/support/docview.wss?uid=swg21672193).

Prerequisites for upgrading WinCollect agents

Before you upgrade WinCollect agents, ensure that your software meets the version requirements.

WinCollect and QRadar software versions

The version of the installed WinCollect depends on the version of QRadar that you are running.

<table>
<thead>
<tr>
<th>QRadar Version</th>
<th>Minimum WinCollect Version</th>
<th>RPM Minimum Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>QRadar V7.1 (MR2)</td>
<td>WinCollect 7.2.2-2</td>
<td>AGENT-WINCOLLECT-7.1-1018604.noarch</td>
</tr>
<tr>
<td>QRadar V7.2.x or later</td>
<td>WinCollect 7.2.2-2</td>
<td>AGENT-WINCOLLECT-7.2-1018607.noarch</td>
</tr>
</tbody>
</table>

Checking the installed version of the WinCollect agent

You can check the version of the installed WinCollect agent by using one of the following methods:

1. In QRadar, select Help > About
2. Select the Additional Release Information link.
3. If you want to verify the WinCollect agent release, use ssh to log in to the QRadar Console as the root user, and run the following command:

   ```bash
   yum list all | grep -i AGENT-WINCOLLECT
   ```
Chapter 5. WinCollect installations

To install WinCollect, you must download and install a WinCollect agent bundle on your QRadar system, create an authentication token, and then install a WinCollect agent on each Windows host that you want to collect events from. You can also install the WinCollect agent on a Windows host that you want to use to remotely collect events from other Windows hosts.

Note: The ability to create a WinCollect authentication token is not available in IBM QRadar on Cloud.

Installing and upgrading the WinCollect application on QRadar appliances

To manage a deployment of WinCollect agents from the QRadar user interface, you must first install the WinCollect agent bundle on your QRadar Console. This bundle includes the required protocols to enable communication between the QRadar system and the managed WinCollect hosts. You can use the WinCollect installation file to initially install a WinCollect bundle on your QRadar host and to upgrade your WinCollect agents to newer versions.

About this task

Important:

- For information about upgrading WinCollect versions v7.0 through v7.1.0, see www.ibm.com/support (http://www-01.ibm.com/support/docview.wss?uid=swg21698127).
- If WinCollect v7.2.6 is installed, and then you upgrade QRadar from v7.2.8 to v7.3.0, the version of WinCollect on QRadar will downgrade to v7.2.5. The WinCollect agents that are running on your Windows servers remain at v7.2.6. You will need to reinstall WinCollect v7.2.6 on QRadar after the upgrade by using the 730_Qradar_wincollectupdate-7.3.0.##.sfs patch.

When you upgrade a WinCollect agent bundle file, the WinCollect agents that are enabled to receive automatic updates from the QRadar appliance upgrade to the new version at the next configuration polling interval. If new WinCollect agent files are available for download, the agent downloads and installs updates and restarts required services. No events are lost when you update your WinCollect agent because events are buffered to disk. Event collection forwarding continues when the WinCollect service restarts.

Important: If you reinstalled QRadar after a previous WinCollect installation, you must delete the ConfigurationServer.PEM file in Program Files > IBM > WinCollect > config before WinCollect can function properly.

Procedure

2. Using a program such as WinSCP, copy the installation file to your QRadar system.
3. Log in to QRadar as the root user.
4. For initial installations, create the /media/updates directory. Type the following command:

   ```bash
   mkdir /media/updates
   ```

5. To mount the installation file, type the following command:

   ```bash
   mount -t squashfs -o loop Installer_file_name.sfs /media/updates
   ```

   Example:

   ```bash
   mount -t squashfs -o loop 720_QRadar_wincollectupdate-7.2.0.xxx.sfs /media/updates
   ```
6. To change to the /media/updates, type the following command:

```
cd /media/updates
```

7. To install WinCollect, type the following command and then follow the prompts:

```
./installer
```

8. In the QRadar admin settings, click Advanced > Deploy Full Configuration.

9. If you are using QRadar v7.3.1 or later, click Advanced > Restart Event Collection Services.

10. Optional: Verify that WinCollect agents are configured to accept remote updates:
    a) Log in to QRadar.
    b) On the navigation menu, click Data Sources.
    c) Click the WinCollect icon.
    d) Click Agents.
    e) Review the Automatic Updates Enabled column for agents with a False value.
    f) Select the WinCollect agents that have a False value in the Automatic Updates Enabled column.
    g) Click Enable/Disable Automatic Updates.

Results

WinCollect agents that are enabled for automatic updates are updated and restarted. The amount of time it takes an agent to update depends on the configuration polling interval for the WinCollect agent.

Related tasks

- Installing the WinCollect agent on a Windows host
- Installing a WinCollect agent from the command prompt
- For unattended installations, you can install the WinCollect agent from the command prompt. Use silent installation to deploy WinCollect agents simultaneously to multiple remote systems.

Creating an authentication token for WinCollect agents

Third-party or external applications that interact with IBM Security QRadar require an authentication token. Before you install WinCollect agents in your network, you must create an authentication token.

This authentication token is required for every WinCollect agent you install.

The authentication token allows WinCollect agents to exchange data with QRadar appliances. Create one authentication token to be used for all of your WinCollect agents that communicate events with your QRadar host. If the authentication token expires, the WinCollect agent cannot receive log source configuration changes.

About this task

Note: This capability is not available in IBM QRadar on Cloud.

Procedure

1. Click the Admin tab.
2. On the navigation menu, click System Configuration.
3. Click the Authorized Services icon.
4. Click Add Authorized Service.
5. In the Manage Authorized Services window, configure the parameters.
Table 9. Add Authorized Services parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Name</td>
<td>The name can be up to 255 characters in length, for example, WinCollect Agent.</td>
</tr>
<tr>
<td>User Role</td>
<td>Select WinCollect. For more information about user roles, see the IBM Security QRadar SIEM Administration Guide.</td>
</tr>
<tr>
<td>Expiry</td>
<td>Do not set an expiry date for the authentication token.</td>
</tr>
</tbody>
</table>

6. Click Create Service.
7. Record the token value.

Installing the WinCollect agent on a Windows host

Install the WinCollect agent on each Windows host that you want to use for local or remote collection in your network environment.

Before you begin

Ensure that the following conditions are met:
- You created an authentication token for the WinCollect agent.
  
  **Note:** This capability is not available in IBM QRadar on Cloud.
  
  For more information, see “Creating an authentication token for WinCollect agents” on page 18.
- Your system meets the hardware and software requirements.
  
  For more information, see “Hardware and software requirements for the WinCollect host” on page 12.
- The required ports are available for WinCollect agents to communicate with QRadar Event Collectors.
  
  For more information, see “Communication between WinCollect agents and QRadar” on page 10.
- To automatically create a log source for a WinCollect agent, you must know the name of the destination that you want to send your Windows log source to.
  
  During the installation, you can configure QRadar to automatically create a log source for the WinCollect agent host. You must configure a forwarding destination host for the log source data. For more information, see “Adding a destination” on page 33. The WinCollect agent sends the Windows event logs to the configured destination. The destination can be the console or an Event Collector. To configure automatic log source creation, your QRadar system must be updated to IBM QRadar SIEM V7.2.1 software update 1 or later.

Procedure

2. Right-click the WinCollect agent installation file and select Run as administrator.
3. Follow the prompts in the installation wizard.
   - For information about managed installations, see WinCollect Managed setup type installation wizard parameters
   - For information about stand-alone installations, see WinCollect Stand alone setup type installation wizard parameters.
Table 10. WinCollect Managed setup type installation wizard parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Host Identifier</strong></td>
<td>Use a unique identifier for each WinCollect agent that you install. The name that you type in this field is displayed in the WinCollect agent list of the QRadar Console. The value in the Host Identifier field must match the value in the Host Name field in the WinCollect Agent configuration on the QRadar Console.</td>
</tr>
<tr>
<td><strong>Authentication Token</strong></td>
<td>The authentication token that you created in QRadar, for example, af111ff6-4f30-11eb-11fb-1fc117711111.</td>
</tr>
<tr>
<td><strong>Configuration Server (host and port)</strong></td>
<td>The IP address or host name of your QRadar Console, for example, 192.0.2.0 or myhost. This parameter is for your QRadar Console or Event Collector. To use an Event Collector as your Configuration Server, your QRadar system must be updated to V7.2.1 software update 3 or later.</td>
</tr>
<tr>
<td><strong>Create Log Source</strong></td>
<td>If this check box is selected, you must provide information about the log source and the target destination.</td>
</tr>
<tr>
<td><strong>Log Source Name</strong></td>
<td>The name can be a maximum of 255 characters.</td>
</tr>
<tr>
<td><strong>Log Source Identifier</strong></td>
<td>Identifies the device that the WinCollect agent polls.</td>
</tr>
<tr>
<td><strong>Target Destination</strong></td>
<td>The WinCollect destination must be configured in QRadar before you continue entering information in the installation wizard.</td>
</tr>
<tr>
<td><strong>Event Logs</strong></td>
<td>The Window event logs that you want the log source to collect and send to QRadar.</td>
</tr>
<tr>
<td><strong>Machine poll interval (msec)</strong></td>
<td>The polling interval that determines the number of milliseconds between queries to the Windows host. The minimum polling interval is 300 milliseconds. The default is 3000 milliseconds or 3 seconds.</td>
</tr>
<tr>
<td><strong>Event Rate Tuning Profile</strong></td>
<td>Select the tuning profile: • Default (Endpoint): 100/150 • Typical Server: 500/750 • High Event Rate Server: 1250/1875 For more information, see IBM Support (<a href="http://www-01.ibm.com/support/docview.wss?uid=swg21672193">http://www-01.ibm.com/support/docview.wss?uid=swg21672193</a>).</td>
</tr>
<tr>
<td><strong>Default Status Server Address</strong></td>
<td>Displays the IP address of the Configuration Server, where status messages from the WinCollect agent are sent.</td>
</tr>
</tbody>
</table>
### Table 10. WinCollect Managed setup type installation wizard parameters (continued)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Syslog Status Server (if different from default)</td>
<td>An alternative destination to send WinCollect status messages to, such as the heartbeat, if required.</td>
</tr>
</tbody>
</table>

### Table 11. WinCollect Stand-alone setup type installation wizard parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Log Source</td>
<td>If this check box is selected, you must provide information about the log source and the target destination.</td>
</tr>
<tr>
<td>Log Source Name</td>
<td>The name can be a maximum length of 255 characters.</td>
</tr>
<tr>
<td>Log Source Identifier</td>
<td>Required if the Enable Automatic Log Source Creation check box is selected. Identifies the remote device that the WinCollect agent polls.</td>
</tr>
<tr>
<td>Event Logs</td>
<td>The Window event logs that you want the log source to collect and send to QRadar.</td>
</tr>
<tr>
<td>Destination Name</td>
<td>Identifies the destination where you are sending syslog data.</td>
</tr>
<tr>
<td>Hostname / IP</td>
<td>The host name or IP address for the destination.</td>
</tr>
<tr>
<td>Port</td>
<td>The port that WinCollect uses when it communicates with the destination.</td>
</tr>
<tr>
<td>Protocol</td>
<td>TCP or UDP</td>
</tr>
<tr>
<td>Machine poll interval (msec)</td>
<td>The polling interval that determines the number of milliseconds between queries to the Windows host.</td>
</tr>
<tr>
<td></td>
<td>The minimum polling interval is 300 milliseconds. The default is 3000 milliseconds or 3 seconds.</td>
</tr>
<tr>
<td>Event Rate Tuning Profile</td>
<td>Select the tuning profile:</td>
</tr>
<tr>
<td></td>
<td>• Default (Endpoint): 100/150</td>
</tr>
<tr>
<td></td>
<td>• Typical Server: 500/750</td>
</tr>
<tr>
<td></td>
<td>• High Event Rate Server: 1250/1875</td>
</tr>
<tr>
<td></td>
<td>For more information, see IBM Support (<a href="http://www-01.ibm.com/support/docview.wss?uid=swg21672193">http://www-01.ibm.com/support/docview.wss?uid=swg21672193</a>).</td>
</tr>
<tr>
<td>Default Status Server Address</td>
<td>The IP address Destination where status messages from the WinCollect agent are sent.</td>
</tr>
<tr>
<td>Syslog Status Server (if different from default)</td>
<td>An alternative destination to send WinCollect status messages to, such as the heartbeat, if required.</td>
</tr>
<tr>
<td>Heartbeat Interval (msecs)</td>
<td>The frequency, in milliseconds, that heart status messages are sent.</td>
</tr>
</tbody>
</table>
Table 11. WinCollect Stand-alone setup type installation wizard parameters (continued)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
</table>
| Log Monitor Socket Type       | Protocol to be used to send heartbeat and status messages.  
**Note:** This option is only available in stand-alone WinCollect deployments. Availability for managed agents is planned in a later release of QRadar. |

The Command Line (will be saved in config\cmdLine.txt) field displays a command line from the configuration that you completed. You can use this command for silent, or unattended installations. For more information, see “Installing a WinCollect agent from the command prompt” on page 22.

## Installing a WinCollect agent from the command prompt

For unattended installations, you can install the WinCollect agent from the command prompt. Use silent installation to deploy WinCollect agents simultaneously to multiple remote systems.

### About this task

The WinCollect installer uses the following command options:

Table 12. Silent installation options for WinCollect agents

<table>
<thead>
<tr>
<th>Option</th>
<th>Valid entries and description</th>
</tr>
</thead>
<tbody>
<tr>
<td>/qn</td>
<td>Runs the WinCollect agent installation in silent mode.</td>
</tr>
</tbody>
</table>
| INSTALLDIR                 | The installation location for WinCollect. If the installation directory contains spaces, add a backslash before the quotation marks.  
**Example:** INSTALLDIR="C:\Program Files \IBM\WinCollect\" |
| AUTHTOKEN=token            | Authorizes the WinCollect service, for example,  
AUTH_TOKEN=af111ff6-4f30-11eb-11fb-1fc1 17711111 |
| FULLCONSOLEADDRESS=host_address | The IP address or host name of your QRadar appliance that manages the agent. The address must be a QRadar appliance capable of receiving events.  
**Example:** FULLCONSOLEADDRESS=192.0.2.0  
FULLCONSOLEADDRESS=EPquadar.myhost.com  
For your Windows hosts to communicate with your QRadar Event Collector, all systems in your QRadar deployment must be updated to V7.2.1 Patch 3 or later. |
<table>
<thead>
<tr>
<th>Option</th>
<th>Valid entries and description</th>
</tr>
</thead>
</table>
| HOSTNAME=host name                          | The **Hostname** field is used to assign a name to the WinCollect agent. The values that are used in this field can be an identifiable name, hostname, or IP address. In most cases, administrators can use HOSTNAME=%COMPUTERNAME% to auto populate this field. 
  **Example:** HOSTNAME="windows-%computername%" HOSTNAME=WindowsSrv1 HOSTNAME=%COMPUTERNAME%  
  The IP address or host name of the WinCollect agent host cannot contain the "at" sign, @. |
| STATUSSERVER                                 | An alternative destination to send WinCollect status messages to, such as the heartbeat, if required.                                                                                                                          |
| LOG_SOURCE_AUTO_CREATION_ENABLED            | Required, True or False  
  If you enable this option, you must configure the log source parameters.  
  QRadar systems must be updated to V7.2.1 Patch 1 or later.                                                                                                           |
| LOG_SOURCE_AUTO_CREATION_PARAMETERS         | Ensure that each parameter uses the format: Parameter_Name=value.  
  The parameters are separated with ampersands, &.  
  Your QRadar system must be updated to V7.2.1 Patch 1 or later.                                                                                                       |
| LOG_MONITOR_SOCKET_TYPE=TCP                 | This sets the protocol that is used by heartbeat and status messages to be sent using TCP. The default protocol is UDP.                                                                                                       |
|                                             | **Note:** This option is only available in stand-alone WinCollect deployments. Availability for managed agents is planned in a later release of QRadar.                                                                        |
| Component1.Action                           | create  
  Creates a new windows event log source during the installation.                                                                                                                                                    |
| Component1.LogSourceIdentifier             | The IP address or host name of the system where the agent is installed.                                                                                                                                             |
Table 12. Silent installation options for WinCollect agents (continued)

<table>
<thead>
<tr>
<th>Option</th>
<th>Valid entries and description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component1.Destination.Name</td>
<td>The destination name is an alphanumeric value that is used to specify where a WinCollect log</td>
</tr>
<tr>
<td></td>
<td>source sends event data. This value must be a QRadar appliance capable of receiving event</td>
</tr>
<tr>
<td></td>
<td>data, such as an Event Processor, Event Collector, or QRadar Console.</td>
</tr>
<tr>
<td><strong>Important:</strong></td>
<td>The destination must be an &quot;internal destination,&quot; and the name must exist in the QRadar user</td>
</tr>
<tr>
<td></td>
<td>interface before the installation. Otherwise, the log source configuration parameters are</td>
</tr>
<tr>
<td></td>
<td>discarded and no log sources are automatically created.</td>
</tr>
<tr>
<td><strong>Internal Destination</strong></td>
<td>Managed hosts with an event processor component</td>
</tr>
<tr>
<td><strong>External Destination</strong></td>
<td>Destination that you configured in the WinCollect destination and is not known to the Console</td>
</tr>
<tr>
<td></td>
<td>as a Managed Host</td>
</tr>
<tr>
<td>Component1.Dest.Hostname</td>
<td>The IP address or host name where you send WinCollect events.</td>
</tr>
<tr>
<td>Component1.Dest.Port</td>
<td>The port that WinCollect uses when it communicates with the destination.</td>
</tr>
<tr>
<td>Component1.Dest.Protocol</td>
<td>TCP or UDP</td>
</tr>
<tr>
<td>Component1.Log.Security</td>
<td>Required, True or False</td>
</tr>
<tr>
<td></td>
<td>The Windows Security log contains events that are defined in the audit policies for the object.</td>
</tr>
<tr>
<td>Component1.Log.System</td>
<td>Required, True or False</td>
</tr>
<tr>
<td></td>
<td>The Windows System logs can contain information about device changes, device drivers, system</td>
</tr>
<tr>
<td></td>
<td>changes, events, and operations provided by the operating system.</td>
</tr>
<tr>
<td>Component1.Log.Application</td>
<td>Required, True or False</td>
</tr>
<tr>
<td></td>
<td>The Windows Application logs contain events that are triggered by software applications instead</td>
</tr>
<tr>
<td></td>
<td>of the operating system. The logs can contain errors, information, and warning events.</td>
</tr>
<tr>
<td>Component1.Log.DNS+Server</td>
<td>Required, True or False</td>
</tr>
<tr>
<td></td>
<td>The Windows DNS Server log contains DNS events.</td>
</tr>
<tr>
<td>Option</td>
<td>Valid entries and description</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Component1.Log.File+Replication+Service</td>
<td>Required, True or False The Windows File Replication Service log contains events about changed files that are replicated on the system.</td>
</tr>
<tr>
<td>Component1.Log.Directory+Service</td>
<td>Required, True or False The Windows Directory Service log contains events that are written by the active directory.</td>
</tr>
<tr>
<td>Component1.RemoteMachinePollInterval</td>
<td>The polling interval that determines the number of milliseconds between queries to the Windows host. The minimum polling interval is 300 milliseconds. The default is 3000 milliseconds or 3 seconds.</td>
</tr>
<tr>
<td>Component1.EventRateTuningProfile (Managed deployments only)</td>
<td>Select one of the following tuning profiles: • Default+(Endpoint) • Typical+Server • High+Event+Rate+Server For more information, see IBM Support (<a href="http://www-01.ibm.com/support/docview.wss?uid=swg21672193">http://www-01.ibm.com/support/docview.wss?uid=swg21672193</a>).</td>
</tr>
</tbody>
</table>
| Component1.MaxLogsToProcessPerPass (Stand alone deployments only) | Not required. The maximum number of logs (in binary form) that the algorithm attempts to acquire in one pass, if remaining retrievable events exist.  
**Example:** Component1.MaxLogsToProcessPerPass=400  
**Important:** Use this parameter to improve performance for event collection, however, this parameter can also increase processor usage. For more information about Tuning, see WinCollect: Tuning older WinCollect Systems (http://www.ibm.com/support/docview.wss?uid=swg21699327). |
### Table 12. Silent installation options for WinCollect agents (continued)

<table>
<thead>
<tr>
<th>Option</th>
<th>Valid entries and description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component1.MinLogsToProcessPerPass (Stand alone deployments only)</td>
<td>Not required. The minimum number of logs (in binary form) that the algorithm attempts to read in one pass, if remaining retrievable events exist.</td>
</tr>
<tr>
<td>Example:</td>
<td>Component1.MinLogsToProcessPerPass=200</td>
</tr>
<tr>
<td>Important:</td>
<td>You can use this parameter to improve performance for event collection, but this parameter can also increase processor usage. For more information about Tuning, see WinCollect: Tuning older WinCollect Systems (<a href="http://www.ibm.com/support/docview.wss?uid=swg21699327">http://www.ibm.com/support/docview.wss?uid=swg21699327</a>).</td>
</tr>
<tr>
<td>Component1.CoalesceEvents</td>
<td>Not required. Increases the QRadar event count when the same event occurs multiple times within a short time interval. Coalesced events provide a way to view and determine the frequency with which a single event type occurs on the Log Activity tab. When this option is disabled, events are viewed individually and events are not bundled. New and automatically discovered log sources inherit the value from the System Settings configuration on the Console.</td>
</tr>
<tr>
<td>Component1.StoreEventPayload</td>
<td>Not required. Specifies that QRadar event payloads are to be stored.</td>
</tr>
</tbody>
</table>

### Procedure

1. Download the WinCollect agent setup file from the IBM website (www.ibm.com/support).
2. On the Windows host, open a command prompt by using Run as Administrator.
   
   **Important:** In managed deployments, the destination name that is used during automatic log source creation must exist before the command-line installation runs. Verify the destination name in the QRadar user interface before you start the installation.

3. Type the following command:

   ```
   wincollect-<version_number>.x64.exe /s /v" /qn
   INSTALLDIR="<C:\IBM\WinCollect"
   HEARTBEAT_INTERVAL=6000 LOG_SOURCE_AUTO_CREATION_ENABLED=True LOG_SOURCE_AUTO_CREATION_PARAMETERS=""
   HOSTNAME=<hostname> LOG_SOURCE_AUTO_CREATION_PARAMETERS=""
   AUTHTOKEN=<token> FULLCONSOLEADDRESS=<host_address>
   LOG_SOURCE_AUTO_CREATION_PARAMETERS=""
   ```

   The following example shows a silent installation for a Stand alone WinCollect agent.

   **Important:** This example contains line breaks for formatting. The actual command is a single line.
The following example shows a silent installation for a managed WinCollect agent.

**Important:** This example contains line breaks for formatting. The actual command is a single line.

```
```

4. Press Enter.

### Uninstalling a WinCollect agent from the command prompt

You can uninstall the WinCollect agent from the command prompt.

**Procedure**

1. From the desktop, select **Start** > **Run**, type `cmd`, and click **OK**.

   **Attention:** You need to run the command prompt as an administrative user.

2. If you want to remove all files, type the following command:

   ```
   msiexec /x{1E933549-2407-4A06-8EC5-83313513AE4B} REMOVE_ALL_FILES=True /qn
   ```

3. If you want to remove just the WinCollect application, and not configuration files, stored events, and bookmarks, type the following command:

   ```
   msiexec /x{1E933549-2407-4A06-8EC5-83313513AE4B} REMOVE_ALL_FILES=False /qn
   ```

4. Press Enter.

### Uninstalling a WinCollect agent from the Control Panel

You can uninstall the WinCollect agent from the Microsoft Windows Control Panel.

**Procedure**

1. Click **Control Panel** > **Programs** > **Uninstall a program**.
2. Highlight WinCollect in the program list, and click **Change**.
3. If you want to remove the WinCollect application, configuration files, stored events, and bookmarks, select the **Remove all files** check box.
4. Click **Remove**.
Adding multiple destinations to WinCollect agents

In a managed WinCollect deployment, add IBM QRadar appliances as destinations for Windows events if a QRadar appliance fails.

Before you begin
You must create the destinations that you want to add to the WinCollect agent. See “Adding a destination” on page 33.

About this task
Each destination that you create for a WinCollect agent has its own disk cache for events. If Site A fails and Site B is configured as the Target External Destination, Site B continues to receive events and Site A stores events to disk. If both sites fail, both systems are caching events independently to separate disk queues. As connections return for individual log sources, the agents attempt to balance sending new events and cached events that are queued due to either bursting events, or connection issues.

If your deployment contains many log sources by using multiple destinations, increase the default disk space. Each agent is configured with 6 GB of disk space to cache events. However, if there are 50 log sources or more, each sending to multiple destinations, and a network segment fails, each log source writes two sets of events to the same cache on the Target Internal and the Target External destination. If your deployment contains segments that are unstable or prone to outages, update the default storage capacity of the agent in the event of a long term outage.

Procedure
1. In QRadar, click the Admin tab.
2. On the navigation menu, click Data Sources.
3. Click the WinCollect icon.
4. Click Agents and select the agent that you want to edit.
5. Click Log Sources.
6. Select the log source that you want to edit, and click Edit.
7. Select the Target External Destinations check box.
8. Select the destinations that you want to add to the agent from the box below the Target External Destinations check box.
9. Click Save.

Migrating WinCollect agents after a QRadar hardware upgrade

After a QRadar hardware upgrade, you need to generate a new authorization token for your WinCollect agents and update their install_config files.

About this task

Procedure
1. Generate an authentication token. For more information, see “Creating an authentication token for WinCollect agents” on page 18.
   Note: This capability is not available in IBM QRadar on Cloud.
2. Update the \WinCollect\config\install_config.txt file with the IP address of your new Console.
3. Run the following command, where <auth_token> is the authentication token that you generated in step 1:
4. Restart the WinCollect agent.

Migrating from Adaptive Log Exporter to WinCollect

To migrate from Adaptive Log Exporter (ALE) deployments to WinCollect, install the WinCollect agent, create a log source, and decommission ALE on the Windows host. The ALE product is end of life (EOL), and is no longer supported.

Procedure

1. Install the WinCollect SFS on the IBM QRadar SIEM Console.
2. Click the **Admin** tab.
3. From the **Data Sources**, click **Wincollect**.
4. On the **WinCollect** page, create a WinCollect destination by clicking **Destinations > Add**.
5. Install the WinCollect agent on the Windows host. For more information, see “Installing the WinCollect agent on a Windows host” on page 19.

   **Note:** You can create a log source from the WinCollect installation wizard.

6. Wait for the WinCollect agents to auto discover.

7. Optional. Create a WinCollect log source in QRadar to replace the existing log source that is used by the Adaptive Log Exporter. For more information, see “Adding a log source to a WinCollect agent” on page 72.

   **Note:** You can skip step 7 if **Create Log Source** was selected during the installation of WinCollect. Log sources that use the WinCollect protocol can be created individually or added in bulk for WinCollect agents that remotely poll for events.

8. In the **Log Activity** tab, verify that events are received.

9. Decommission the Adaptive Log Exporter:
   a) Close all active applications on the Windows host.
   b) Open the Windows command prompt.
   c) Go to the installation directory for the Adaptive Log Exporter.

      **Note:** ALE standard installation directory is the `Program Files` or `Program Files (x86)` directory.

   d) To uninstall the Adaptive Log Exporter, type the following command:

```
unins000.exe /SILENT /VERYSILENT
```
Chapter 6. Configuring WinCollect agents after installation

After you install a WinCollect deployment, you manage your deployment by using the IBM Security QRadar.

You can manage your WinCollect agents, destinations, and schedules. You can also manage configuration options for systems with restricted policies.

The WinCollect agent is responsible for communicating with the individual log sources, parsing events, and forwarding the event information to QRadar by using syslog.

After you install the WinCollect agent on your Windows host, wait for QRadar to automatically discover the WinCollect agent. The automatic discovery process typically takes a few minutes to complete.

Note: The registration request to the QRadar host might be blocked by firewalls in your network.

Manually adding a WinCollect agent

If you delete your WinCollect agent, you can manually add it back. To reconnect to an existing WinCollect agent, the host name must exactly match the host name that you used before you deleted the agent.

When you delete a WinCollect agent, the IBM Security QRadar Console removes the agent from the agent list and disables all of the log sources that are managed by the deleted WinCollect agent.

WinCollect agents that were previously automatically discovered are not rediscovered in WinCollect. To add a deleted WinCollect agent back to the agent list in the QRadar, you must manually add the deleted agent.

For example, you delete a WinCollect agent that has a host identifier name VMRack1. You reinstall the agent and use the same host identifier name, VMRack1. The WinCollect agent does not automatically discover the WinCollect agent.

Procedure

1. Click the Admin tab.
2. On the navigation menu, click Data Sources.
3. Click Agents.
4. Click Add.
5. Configure the parameters.

The following table describes some of the parameters:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
<td>Depending on the method that you used to install the WinCollect agent on the remote host, the value in the Host Name field must match one of the following values:</td>
</tr>
<tr>
<td></td>
<td>• HOSTNAME field in the WinCollect agent command-line configuration</td>
</tr>
<tr>
<td></td>
<td>• Host Identifier field in the WinCollect agent installer.</td>
</tr>
</tbody>
</table>
Table 13. WinCollect agent parameters (continued)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Optional. If you specified an IP address as the name of the WinCollect agent, add descriptive text to identify the WinCollect agent or the log sources the WinCollect agent is managing.</td>
</tr>
<tr>
<td>Automatic Updates Enabled</td>
<td>Controls whether configuration updates are sent to the WinCollect agent.</td>
</tr>
<tr>
<td>Heart Beat Interval</td>
<td>This option defines how often the WinCollect agent communicates its status to the Status Server. The interval ranges from 1 - 20 minutes.</td>
</tr>
<tr>
<td>Configuration Poll Interval</td>
<td>Defines how often the WinCollect agent polls the QRadar Configuration server for updated log source configuration information or agent software updates. The interval ranges from 1 minute to 20 minutes.</td>
</tr>
</tbody>
</table>

6. Click **Save**.

7. On the **Admin** tab, click **Deploy Changes**.
   
   The WinCollect agent is added to the agent list.

Related tasks
Deleting a WinCollect agent
When you delete a WinCollect agent, the IBM Security QRadar Console removes the agent from the agent list and disables all of the log sources that are managed by the deleted WinCollect agent.

Deleting a WinCollect agent

When you delete a WinCollect agent, the IBM Security QRadar Console removes the agent from the agent list and disables all of the log sources that are managed by the deleted WinCollect agent.

**Procedure**
1. Click the **Admin** tab.
2. On the navigation menu, click **Data Sources**.
3. Click the **WinCollect** icon.
4. Select the agents that you want to delete and click **Delete**.
5. Click **Save**.
6. On the **Admin** tab, click **Deploy Changes**.

   **Tip:** To delete multiple WinCollect agents, press Ctrl to select multiple agents, and then click **Delete**.

Related tasks
Manually adding a WinCollect agent
WinCollect destinations

WinCollect destinations define the parameters for how the WinCollect agent forwards events to the Event Collector or IBM Security QRadar Console.

Adding a destination

To assign where WinCollect agents in your deployment forward their events, you can create destinations for your WinCollect deployment.

Procedure

1. Click the Admin tab.
2. On the navigation menu, click Data Sources.
3. Click the WinCollect icon.
4. Click Destinations and then click Add.
5. Configure the parameters.

   The following table describes some of the parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Used on the agent side for log source creation.</td>
</tr>
<tr>
<td></td>
<td><strong>Important:</strong> The destination name is used during automatic log source creation and must exist before the installation runs. Verify the destination name in QRadar before starting the installation.</td>
</tr>
<tr>
<td><strong>Hostname</strong></td>
<td>The host name or IP address of the Destination IBM QRadar appliance.</td>
</tr>
<tr>
<td><strong>Port</strong></td>
<td>IBM Security QRadar receives events from WinCollect agents on UDP or TCP on port 514. For TLS protocol, the default port is 6514.</td>
</tr>
<tr>
<td><strong>Protocol</strong></td>
<td>The communication channel between IBM Security QRadar and WinCollect agents. Select UDP, or TCP, or TCP/TLS (Encrypted).</td>
</tr>
<tr>
<td><strong>Throttle (events per second)</strong></td>
<td>Defines a limit to the number of events that the WinCollect agent can send each second.</td>
</tr>
<tr>
<td><strong>Schedule Mode</strong></td>
<td>If you select the <strong>Forward Events</strong> option, the WinCollect agent forwards events within a user-defined schedule. When the events are not being forwarded, they are stored until the schedule runs again. If you select the <strong>Store Events</strong> option, the WinCollect agent stores events to disk only within a user-defined schedule and then forwards events to the destination as specified.</td>
</tr>
</tbody>
</table>

6. Click Save.
Deleting a destination from WinCollect

If you delete a destination, the event forwarding parameters are removed from the WinCollect agent. Destinations are a global parameter. If you delete a destination when log sources are assigned to the destination, the WinCollect agent cannot forward events. Event collection is stopped for a log source when an existing destination is deleted. Events on disk that were not processed are discarded when the destination is deleted.

Procedure

1. Click the Admin tab.
2. On the navigation menu, click Data Sources.
3. Click the WinCollect icon.
4. Click Destinations.
5. Select the destination that you want to delete and click Delete.

Related tasks

Adding a destination
To assign where WinCollect agents in your deployment forward their events, you can create destinations for your WinCollect deployment.

Scheduling event forwarding and event storage for WinCollect agent

Use a schedule to manage when WinCollect agents forward or store events to disk in your deployment. Schedules are not required. If a schedule does not exist, the WinCollect agent automatically forwards events and stores them only when network limitations cause delays.

You can create schedules for your WinCollect deployment to assign when the WinCollect agents in your deployment forward their events. Events that are unable to be sent during the schedule are automatically queued for the next available interval.

Procedure

1. Click the Admin tab.
2. On the navigation menu, click Data Sources.
3. Click the WinCollect icon.
4. Click Schedules.
5. Click Add and then click Next.
6. Configure the parameters, and select a check box for each day of the week that you want included in the schedule.
7. Click Next.
8. To add a destination to the schedule, from the Available Destinations list, select a destination and click the selection symbol, >.
9. Click Next and then click Finish.

Related tasks

Adding a destination
To assign where WinCollect agents in your deployment forward their events, you can create destinations for your WinCollect deployment.

Deleting a destination from WinCollect
Configuration options for systems with restricted policies for domain controller credentials

Users with appropriate remote access permissions might be able to collect events from remote systems without using domain administrator credentials. Depending on what information you collect, the user might need extra permissions. To collect Security event logs remotely, for example, the user that is configured in the QRadar log source must have remote access to the Security event log from the server where the Agent is installed.

**Restriction:**
For remote collection, the WinCollect user must work with their Windows administrator to ensure access to the following items:

- Security, system, and application event logs
- The remote registry
- Any directories that contain .dll or .exe files that contain message string information

With certain combinations of Windows operating system and group policies in place, alternative configurations might not be possible.

Remote collection inside or across a Windows domain might require domain administrator credentials to ensure that events can be collected. If your corporate policies restrict the use of domain administrator credentials, you might be required to complete more configuration steps for your WinCollect deployment.

When WinCollect agents collect events from the local host, the event collection service uses the Local System account credentials to collect and forward events. Local collection requires that you install a WinCollect agent on a host where local collection occurs.

**Changing WinCollect configuration from the command line**

You can change the configuration of a WinCollect agent from the command line of the Windows host.

After the initial installation of a WinCollect agent on a Windows host, you can change the configuration by using the `installhelper.exe` file that is located in the `<WinCollect_installation_path>/bin`.

The following configuration parameters can be modified:

<table>
<thead>
<tr>
<th>Table 15. Modifiable configuration parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Parameter</strong></td>
</tr>
<tr>
<td>Authentication Token</td>
</tr>
<tr>
<td>Configuration Server (host and port)</td>
</tr>
<tr>
<td>Default Status Server Address</td>
</tr>
</tbody>
</table>

The `installHelper.exe` file has the following update flags:

<table>
<thead>
<tr>
<th>Table 16. InstallHelper update flags</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>-h [--help]</code></td>
</tr>
</tbody>
</table>
### Table 16. InstallHelper update flags (continued)

<table>
<thead>
<tr>
<th>Flag</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-P [ --update-password ]</td>
<td>Update a password in the AgentConfig.xml configuration file. Specify the Login.Handle and new password, colon separated. For example, 1:MyNewPassword. <strong>Note:</strong> The password is in plain text.</td>
</tr>
<tr>
<td>-F [ --update-password-with-file ]</td>
<td>Update a set of passwords in the AgentConfig.xml configuration file using an external file. Specify the Login.Handle and new password, colon separated, one per line. For example, 1:MyNewPassword. <strong>Note:</strong> Make sure you erase the input file or keep it secured.</td>
</tr>
<tr>
<td>-T [ --update-auth-token ]</td>
<td>The new authentication token to be used to communicate with the configuration server.</td>
</tr>
</tbody>
</table>

For example, to change an authorization token for a WinCollect agent, type the following in the command line of the Windows host:

```bash
<WinCollect_installation_path>/bin/installHelper.exe -T <authorization_token>
```

**Related concepts**

**Local installations with no remote polling**

Install WinCollect locally on each host that you cannot remotely poll. After you install WinCollect, IBM Security QRadar automatically discovers the agent and you can create a WinCollect log source.

**Windows event subscriptions for WinCollect agents**

To provide events to a single WinCollect agent, you can use Windows event subscriptions to forward events. When event subscriptions are configured, numerous Windows hosts can forward their events to IBM Security QRadar without needing administrator credentials.

**Related tasks**

**Configuring access to the registry for remote polling**

**Local installations with no remote polling**

Install WinCollect locally on each host that you cannot remotely poll. After you install WinCollect, IBM Security QRadar automatically discovers the agent and you can create a WinCollect log source.

You can specify to use the local system by selecting the Local System check box in the log source configuration.

Local installations are suitable for domain controllers where the large event per second (EPS) rates can limit the ability to remotely poll for events from these systems. A local installation of a WinCollect agent provides scalability for busy systems that send bursts of events when user activity is at peak levels.

**Related concepts**

**Changing WinCollect configuration from the command line**

You can change the configuration of a WinCollect agent from the command line of the Windows host.

**Windows event subscriptions for WinCollect agents**
To provide events to a single WinCollect agent, you can use Windows event subscriptions to forward events. When event subscriptions are configured, numerous Windows hosts can forward their events to IBM Security QRadar without needing administrator credentials.

**Related tasks**
Configuring access to the registry for remote polling

**Configuring access to the registry for remote polling**

Before a WinCollect log source can remotely poll for events, you must configure a local policy for your Windows-based systems.

When a local policy is configured on each remote system, a single WinCollect agent uses the Windows Event Log API to read the remote registry and retrieve event logs. The Windows Event Log API does not require domain administrator credentials. However, the event API method does require an account that has access to the remote registry and to the security event log.

By using this collection method, the log source can remotely read the full event log. However, the method requires WinCollect to parse the retrieved event log information from the remote host against cached message content. WinCollect uses version information from the remote operating system to ensure that the message content is correctly parsed before it forwards the event to IBM Security QRadar.

**Procedure**

1. Log on to the Windows computer that you want to remotely poll for events.
2. Select **Start** > **StartPrograms** > **Administrative Tools** and then click **Local Security Policy**.
3. From the navigation menu, select **Local Policies** > **User Rights Assignment**.
4. Right-click **Manage auditing and security log** > **Properties**.
5. From the **Local Security Setting** tab, click **Add User or Group** to add your WinCollect user to the local security policy.
6. Log out of the Windows host and try to poll the remote host for Windows-based events that belong to your WinCollect log source.

   If you cannot collect events for the WinCollect log source, verify that your group policy does not override your local policy. You can also verify that the local firewall settings on the Windows host allow remote event log management.

**Related concepts**

Changing WinCollect configuration from the command line

You can change the configuration of a WinCollect agent from the command line of the Windows host.

Local installations with no remote polling

Install WinCollect locally on each host that you cannot remotely poll. After you install WinCollect, IBM Security QRadar automatically discovers the agent and you can create a WinCollect log source.

Windows event subscriptions for WinCollect agents

To provide events to a single WinCollect agent, you can use Windows event subscriptions to forward events. When event subscriptions are configured, numerous Windows hosts can forward their events to IBM Security QRadar without needing administrator credentials.

**Windows event subscriptions for WinCollect agents**

To provide events to a single WinCollect agent, you can use Windows event subscriptions to forward events. When event subscriptions are configured, numerous Windows hosts can forward their events to IBM Security QRadar without needing administrator credentials.

**Forwarded events**

The events that are collected are defined by the configuration of the event subscription on the remote host that sends the events. WinCollect forwards all of the events that are sent by the subscription configuration, regardless of what event log check boxes are selected for the log source.
Windows event subscriptions, or forwarded events, are not considered local or remote, but are event listeners. Use the WinCollect **Forwarded Events** check box to enable the WinCollect log source to identify Windows event subscriptions. Although the WinCollect agent displays only a single log source in the user interface, the log source listens and processes events for potentially hundreds of event subscriptions. One log source in the agent list is for all event subscriptions. The agent recognizes the event from the subscription, processes the content, and then sends the syslog event to QRadar.

**Note:** Forwarded events can be collected with the Forwarded Events check box only. An XPATH cannot be used.

Forwarded events are displayed as Windows Auth @ <hostname> or <FQDN> in the Log Activity tab. Conversely, locally or remotely collected events appear as Windows Auth @ <IP address> or <hostname>. When WinCollect processes an event that is collected locally or remotely, it includes an extra syslog header that identifies the event as a WinCollect event. Because the forwarded event is a pass-through or listener, forwarded events don’t include the WinCollect identifier and appear as standard events.

**Important:** WinCollect collects only those forwarded events that appear in the Windows Event Viewer.

**Supported software environments**

Event subscriptions apply only to WinCollect agents and hosts that are configured on the following Windows operating systems:

- Windows 8 (most recent)
- Windows 7 (most recent)
- Windows Server 2008 (most recent)
- Windows Server 2012 (most recent)
- Windows Vista (most recent)
- Windows 10 (most recent)
- Windows Server 2016 (including Core)
- Windows Server 2019 (including Core)

**Important:** WinCollect is not supported on versions of Windows that are designated end-of-life by Microsoft. After software is beyond the Extended Support End Date, the product might still function as expected. However, IBM does not make code or vulnerability fixes to resolve WinCollect issues for older operating systems. For example, Microsoft Windows Server 2003 R2 and Microsoft Windows XP are operating systems that are beyond the "Extended Support End Date." Any questions about this announcement can be discussed in the IBM QRadar Collecting Windows Events (WMI/ALE/WinCollect) forum. For more information, see [https://support.microsoft.com/en-us/lifecycle/search](https://support.microsoft.com/en-us/lifecycle/search).


**Troubleshooting event collection**

Microsoft event subscriptions don’t have an alert mechanism to indicate when an event source stopped sending events. If a subscription fails between the two Windows systems, the subscription appears active, but the service that is responsible for the subscription can be in an error state. With WinCollect, the remotely polled or local log sources can time out when events are not received within 720 minutes (12 hours).

**Related concepts**

Changing WinCollect configuration from the command line

You can change the configuration of a WinCollect agent from the command line of the Windows host.

Local installations with no remote polling
Install WinCollect locally on each host that you cannot remotely poll. After you install WinCollect, IBM Security QRadar automatically discovers the agent and you can create a WinCollect log source.

**Related tasks**

- Configuring access to the registry for remote polling
- Configuring Microsoft event subscriptions
- Configure Microsoft event subscriptions to forward events to a single WinCollect agent.

**Before you begin**

WinCollect supports event subscriptions with the following parameters:

**Forwarded Events**

The subscription must send the logs to the forwarded event channel. Selected in the Destination log list (see screen capture).

**Subscriptions**

The subscription configured to use **ContentFormat**: RenderedText and **Locale**: en-US

**Locale**

Locale must be en_US for the Windows computer where WinCollect is installed.

![Subscription Properties](image)

**Note:** If you are using domain controllers, consider installing local WinCollect agents on the servers. Due to the potential number of generated events, use a local log source with the agent that is installed on the domain controller.

**Procedure**

1. Configure event subscriptions on your Windows hosts.
   
   For instructions on configuring event subscriptions, see the Microsoft Event Collector documentation. ([https://docs.microsoft.com/en-us/windows/desktop/wec/creating-an-event-collector-subscription](https://docs.microsoft.com/en-us/windows/desktop/wec/creating-an-event-collector-subscription))
2. Configure a log source on the WinCollect agent that receives the events.
   
   You must select the **Local System** check box and **Forwarded Events** check box for the WinCollect log source.

   **Note:** IBM Support does not support the creation or maintenance of Microsoft Subscriptions.
Related tasks
Adding a log source to a WinCollect agent
When you add a new log source to a WinCollect agent or edit the parameters of a log source, the WinCollect service is restarted. The events are cached while the WinCollect service restarts on the agent.

WinCollect log file

The WinCollect log file provides information about your deployment. Logs provide valuable information for troubleshooting issues.

WinCollect log overview

WinCollect generates log event extended format (LEEF) messages during installation and configuration and writes them to a single log file. The server in the Status Server field receives the LEEF messages through the syslog. These messages report on the status of the WinCollect service, authorization token, configuration, and more.

Example:

The following example displays a LEEF message that alerts administrators that the WinCollect agent is generating more events than the log source is tuned for.

```plaintext
<13>Sep 22
09:07:56 IPADDRESS LEEF:1.0|IBM|WinCollect|7.2|3|src=MyHost.example.com
dst=10.10.10.10
msg=Reopening event log
due to falling too far behind (approx 165 logs skipped). Incoming
EPS r.avg/max = 150.50/200.00. Approx EPS possible with current tuning = 40.00
```

For more information, see Log Source Event Rates and Tuning Profiles (http://www.ibm.com/support/docview.wss?uid=swg21672193).

You search for syslog messages by using the IP address of the WinCollect agent. QRadar tracks information from the audit log to determine when log sources are created, when searches are run, and so on.

WinCollect log types

The default log directory is C:\Program Files\IBM\WinCollect\logs\ The log file is named WinCollect.log.

Each log entry is tagged with an identifier that indicates the entry type:

- System
- Code
- Device

The following table describes the types of log entries in the WinCollect log file.
### Table 17. WinCollect log entry types

<table>
<thead>
<tr>
<th>Log Entry Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System</strong></td>
<td>Indicates system information, such as the operating system that the agent is installed on, RAM and CPU information from the operating system, service start-up information, and WinCollect version information.</td>
</tr>
<tr>
<td><strong>Code</strong></td>
<td>Indicates information about spillover and cache messages, file reader messages, authorization token messages, IP address or host name information for the local host, issues with destinations, log source auto-creation, stand-alone mode messages, and thread or process start-up and shutdown messages. Use these entries to investigate the WinCollect configuration. Code entries do not provide information about event collection.</td>
</tr>
<tr>
<td><strong>Device</strong></td>
<td>Created when WinCollect collects events, the protocols that run event log collection. The following issues are logged as Device entries: Loading Plug-in, Connection issues, Permission or Authentication, Windows error codes (hex value codes provided by the operating system, such as 0x000005 access denied), File path or location, Event log is overdue to be polled, Event log transactions, RPC is unavailable (unable to find the location that you specified), Reopening due to falling too far behind (tuning messages)</td>
</tr>
</tbody>
</table>

**Disk space management for log files**

WinCollect manages disk space for logs by generating a "_.1" version when the log size exceeds 20 MB. After a ".5" version is created, WinCollect deletes the oldest version of the log.

WinCollect also manages disk space by archiving checkpoint folders. When QRadar updates WinCollect with new code, the checkpoint folders store a backup of the replaced code. WinCollect archives the oldest patch checkpoint folder after 10 are created. WinCollect creates an archive folder that contains a list of files in the patch checkpoint folder, and a compressed file of the AgentConfig.xml file. WinCollect then deletes the patch checkpoint folder that it archived.

**InfoX debug logs**

InfoX debug logs make debugging WinCollect easier, without interfering with performance.

By default, InfoX is enabled and logs events for the first five minutes that the agent runs, for a maximum of 5,000 log entries. After that, InfoX logs events for one minute every 15 minutes, for a maximum of 200 log entries. InfoX generates debug logs even if your log level is set to info.
You can edit the InfoX configuration by adding any of these parameters to the logconfig.xml file.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>InfoX.enabled</td>
<td>Used to enable or disable InfoX. Example: InfoX.enabled=true</td>
</tr>
<tr>
<td>InfoX.startLen</td>
<td>The number of seconds to run the agent at startup. To disable this feature, set this value to 0. Example: InfoX.startLen=300</td>
</tr>
<tr>
<td>InfoX.startMax</td>
<td>The maximum number of events that can be logged at startup. Example: InfoX.startMax=5000</td>
</tr>
<tr>
<td>InfoX.nextWait</td>
<td>The number of seconds to wait for the next logging period. Example: InfoX.nextWait=900</td>
</tr>
<tr>
<td>InfoX.nextLen</td>
<td>The number of seconds to run the agent at each interval. To disable this feature, set this value to 0. Example: InfoX.nextLen=60</td>
</tr>
<tr>
<td>InfoX.nextMax</td>
<td>The maximum number of events that can be logged at each interval. Example: InfoX.nextMax=200</td>
</tr>
</tbody>
</table>

Adding custom entries to WinCollect status messages

You can add custom information to the WinCollect Agent status messages.

**Procedure**

1. In the wincollect/config directory of the Windows host that you want to identify in LEEF logs, create a file that is called heartbeat_custom.props.

   **Important**: You can create, update, or delete this file while your WinCollect deployment is running. Updates to the file are available in logs on the next heartbeat.

2. Enter the custom information in the heartbeat_custom.props file in the following format, with one entry on each line:

   keyword=value

**Example:**

   department=Accounting
   group=AC105

The log output with the example keywords and values looks like the following example:

<13>Jul 22 15:02:48 DESKTOP-0F0QKN3 LEEF:1.0|IBM|WinCollect|<version_number>\.9999|2|src=DESKTOP-0F0QKN3
Important:

- The heartbeat_custom.props must not exceed 10 KB.
- Custom keyword entries must be alpha-numeric and contain no spaces.
- Custom entries can’t contain reserved keywords, such as src, os, dst, sev, log, msg.
- Custom values can’t contain special characters, such as = | [ ] { } < > / ' "
- Multiple white spaces in custom values are reduced to a single space.

Forwarded Events Identifier

If you enable a log source to collect forwarded events using Windows event subscriptions, you can specify the event source displayed for each event. Configure the Forwarded Events Identifier in the log source that collects forwarded events.

There are 3 options for setting the Forwarded Events Identifier:

Source
- This is the default option. Forwarded events are identified by the IP address of the computer that generated the events.

WEC
- Forwarded events are identified by the name of the WinCollect agent that collects them. All events collected by the Agent are grouped together with a single source identifier.

Other
- You can choose a custom identifier as the source for the events. All events collected by the Agent are grouped together with this identifier.

Tip: Custom identifiers cannot contain spaces.
Chapter 7. Log sources for WinCollect agents

A WinCollect agent can collect and forward events from the local system, or remotely poll a number of Windows-based log sources and operating systems for their events.

You can add log sources that communicate through a WinCollect agent individually for remote polling. If the log sources contain similar configurations, you can simultaneously add multiple, or bulk add log sources. A change to an individually added log source updates only the individual log source. A change that you make to a group of log sources updates all of the log sources in the log source group.

You can add a local log source for local collection. You can create a log source manually, if it wasn't autocreates.

**Important:** If your deployment has the same user name accounts on different domains, ensure that you configure domain information when you create the WinCollect log source.

Windows event logs

You can collect the event logs from your Windows endpoints.

When you query a Windows event log, the query includes every event in the log. You can use event log filtering or XPath queries to limit the events that you receive.

Windows event logs are supported in the following languages:

- Chinese (Simplified)
- Chinese (Traditional)
- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish

Windows event log filtering

You can configure the WinCollect agent to ignore or to include specific events collected from the Windows event log. You can limit the total EPS (events per second) that are sent to the QRadar Console by using the filter types.

The WinCollect agents can be configured to ignore events globally by ID code or log source. Global exclusions use the `EventIDCode` field from the event payload. To determine the values that are excluded, source and ID exclusions use the `Source=field` and the `EventIDCode=field` of the Windows payload. Separate multiple sources by using a semi-colon. Events filters such as exclusion, inclusion, and NSA are available for the following log source types:

- Security
- System
- Application
- DNS Server
- File Replication Service
The WinCollect agent requests all available events from the Event Collection API each time the value specified in the Polling Interval field expires.

For the exclusion filter, the agent examines all of the events retrieved from the Event Collection API and ignores events that match the exclusions defined by the administrator (either by Windows Event ID or by source). The agent then takes the remaining events and assembles the name=value pairs and forwards the events to either the QRadar Console or the Event Collector appliance. However, for the inclusion filter, the agents pulls events that matches the Event IDs specified by the administrator and forward those events to QRadar Console.

The NSA filter is a unique type of filter that includes a corresponding list of pre-defined security Event IDs, which the agent pulls from the Security, System, Application and DNS logs. These pre-defined security Event IDs are included in the events that the agent forwards to QRadar Console.

**Tip:** The Forwarded Events filter requires you to identify the source or channel, with the eventIDs that you wish to filter in parentheses. Use semicolons as delimiters. For example:

```
Application(200-256,4097,34);Security(1);Symantec(1,13)
```

In this example, event IDs from 200 to 256, 4097 and 34 are filtered for the channel Application, event ID 1 is filtered for Security, and event IDs 1 and 13 are filtered for the source called Symantec.

### Windows log source parameters

Common parameters are used when you configure a log source for a WinCollect agent or a WinCollect plug-in. Each WinCollect plug-in also has a unique set of configuration options.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Log Source Identifier</strong></td>
<td>The IP address or host name of a remote Windows operating system from which you want to collect Windows-based events. The log source identifier must be unique for the log source type. Used to poll events from remote sources.</td>
</tr>
<tr>
<td><strong>Local System</strong></td>
<td>Disables remote collection of events for the log source. The log source uses local system credentials to collect and forward events to QRadar. <strong>Note:</strong> You must clear this box if you are using a fully qualified domain name (FQDN) log source identifier and the agent is installed on a domain controller.</td>
</tr>
<tr>
<td><strong>Domain</strong></td>
<td>Optional The domain that includes the Windows-based log source. The following examples use the correct syntax: LAB1, server1.mydomain.com The following syntax is incorrect: \mydomain.com</td>
</tr>
</tbody>
</table>
### Table 19. Common WinCollect log source parameters (continued)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Event Rate Tuning Profile**      | For the default polling interval of 3000 ms, the approximate Events per second (EPS) rates attainable are as follows:  
  - **Default (Endpoint)**: 33-50 EPS  
  - **Typical Server**: 166-250 EPS  
  - **High Event Rate Server**: 416-625 EPS  
  For a polling interval of 1000 ms the approximate EPS rates are as follows:  
  - **Default (Endpoint)**: 100-150 EPS  
  - **Typical Server**: 500-750 EPS  
  - **High Event Rate Server**: 1250-1875 EPS  
  For more information about tuning WinCollect, see IBM Support (http://www.ibm.com/support/docview.wss?uid=swg21672193). |
| **Polling Interval (ms)**          | The interval, in milliseconds, between times when WinCollect polls for new events.                                                            |
| **Application or Service Log Type**| Optional.  
  Used for XPath queries.  
  Provides a specialized XPath query for products that write their events as part of the Windows application log. Therefore, you can separate Windows events from events that are classified to a log source for another product. |
<p>| <strong>Event Log Poll Protocol</strong>        | The protocol that QRadar uses to communicate with the Windows device. The default is <strong>MSEVEN6.</strong>                                            |</p>
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Log Filter Type**   | Configures the WinCollect agent to ignore specific events from the Windows event log.  
You can also configure WinCollect agents to ignore events globally by ID code or log source.  
*Exclusion filters* for events are available for the following log source types: Security, System, Application, DNS Server, File Replication Service, and Directory Service  
Global exclusions use the **EventIDCode** field from the event payload. To determine the values that are excluded, source and ID exclusions use the **Source=** field and the **EventIDCode=** field of the Windows event payload. Separate multiple sources by using a semi-colon.  
**Example:** Exclusion filters can use commas and hyphens to filter single EventIDs or ranges, such as 4609, 4616, 6400-6405.  
For more information about filtering, see WinCollect Event Filtering (http://www.ibm.com/support/docview.wss?uid=swg21672656). |
| **Security**          | Select the check box to enable WinCollect to forward security logs to QRadar.                                                                                                                                                                                                 |
| **Security Log Filter Type** | To ignore specific events ID collected from the Windows event log, select **Exclusion Filter**.  
To include specific events ID collected in the Windows event log, select **Inclusion Filter**.  
The **NSA Filter** option populates the **Security Log Filter** field with a list of event IDs recommended by the National Security Agency.  
The default is **No Filtering**.  
**Note:** If you select a filter type from the list, a new field **Security Log Filter** displays. You must provide the event IDs that you want to include or exclude. |
<p>| <strong>System</strong>            | Select the check box to enable WinCollect to forward system logs to QRadar.                                                                                                                                                                                                 |</p>
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Log Filter Type</strong></td>
<td>To ignore specific events ID collected from the Windows event log, select <strong>Exclusion Filter</strong>. To include specific events ID collected in the Windows event log, select <strong>Inclusion Filter</strong>. The <strong>NSA Filter</strong> option populates the <strong>System Log Filter</strong> field with a list of event IDs recommended by the National Security Agency. The default is <strong>No Filtering</strong>. <strong>Note:</strong> If you select a filter type from the list, a new field <strong>System Log Filter</strong> displays. You must provide the event IDs that you want to include or exclude.</td>
</tr>
<tr>
<td><strong>Application</strong></td>
<td>Select the check box to enable WinCollect to forward application logs to QRadar.</td>
</tr>
<tr>
<td><strong>Application Log Filter Type</strong></td>
<td>To ignore specific events ID collected from the Windows event log, select <strong>Exclusion Filter</strong>. To include specific events ID collected in the Windows event log, select <strong>Inclusion Filter</strong>. The <strong>NSA Filter</strong> option populates the <strong>Application Log Filter</strong> field with a list of event IDs recommended by the National Security Agency. The default is <strong>No Filtering</strong>. <strong>Note:</strong> If you select a filter type from the list, a new field <strong>Application Log Filter</strong> displays. You must provide the event IDs that you want to include or exclude.</td>
</tr>
<tr>
<td><strong>DNS Server</strong></td>
<td>Select the check box to enable WinCollect to forward DNS Server logs to QRadar.</td>
</tr>
<tr>
<td><strong>DNS Server Log Filter Type</strong></td>
<td>To ignore specific events ID collected from the Windows event log, select <strong>Exclusion Filter</strong>. To include specific events ID collected in the Windows event log, select <strong>Inclusion Filter</strong>. The <strong>NSA Filter</strong> option populates the <strong>DNS Server Log Filter</strong> field with a list of event IDs recommended by the National Security Agency. The default is <strong>No Filtering</strong>. <strong>Note:</strong> If you select a filter type from the list, a new field <strong>DNS Server Log Filter</strong> displays. You must provide the event IDs that you want to include or exclude.</td>
</tr>
<tr>
<td><strong>File Replication Service</strong></td>
<td>Select the check box to enable WinCollect to forward File Replication Service logs to QRadar.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>File Replication Service Log Filter Type</strong></td>
<td>To ignore specific events ID collected from the Windows event log, select <strong>Exclusion Filter</strong>. To include specific events ID collected in the Windows event log, select <strong>Inclusion Filter</strong>. <strong>Note:</strong> If you select a filter type from the list, a new field <strong>File Replication Service Log Filter</strong> displays. You must provide the event IDs that you want to include or exclude.</td>
</tr>
<tr>
<td><strong>Directory Service</strong></td>
<td>Select the check box to enable WinCollect to forward Directory Service logs to QRadar.</td>
</tr>
<tr>
<td><strong>Directory Service Log Filter Type</strong></td>
<td>To ignore specific events ID collected from the Windows event log, select the <strong>Exclusion Filter</strong>. To include specific events ID collected in the Windows event log, select the <strong>Inclusion Filter</strong>. <strong>Note:</strong> If you select a filter type from the list, a new field <strong>Directory Service Log Filter</strong> displays. You must provide the event IDs that you want to include or exclude.</td>
</tr>
<tr>
<td><strong>Forwarded Events</strong></td>
<td>Enables QRadar to collect events that are forwarded from remote Windows event sources that use subscriptions. Forward events that use event subscriptions are automatically discovered by the WinCollect agent and forwarded as if they are a syslog event source. When you configure event forwarding from your Windows system, enable event pre-rendering. <strong>Important:</strong> WinCollect only supports pulling logs from the Forwarded Events channel. Writing events from a subscription to a different channel is not supported.</td>
</tr>
</tbody>
</table>
Table 19. Common WinCollect log source parameters (continued)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Forwarded Events filter type</strong></td>
<td>To ignore specific events ID collected from the Windows event log, select <strong>Exclusion Filter</strong>.</td>
</tr>
<tr>
<td></td>
<td>To include specific events ID collected in the Windows event log, select <strong>Inclusion Filter</strong>.</td>
</tr>
<tr>
<td></td>
<td>The <strong>NSA Filter</strong> option populates the <strong>Forwarded Events filter</strong> field with all channels and their respective filters, as recommended by the National Security Agency.</td>
</tr>
<tr>
<td></td>
<td>The default is <strong>No Filtering</strong>.</td>
</tr>
<tr>
<td><strong>Note:</strong> If you select a filter type from the list, a new field <strong>Forwarded Events Filter</strong> displays. You must provide the event IDs that you want to include or exclude.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Forwarded Events filter requires you to identify the source or channel, with the event IDs that you wish to filter in parentheses. Use semicolons as delimiters. For example:</td>
</tr>
<tr>
<td></td>
<td><strong>Application(200-256,4097,34); Security(1); Symantec(1,13)</strong></td>
</tr>
<tr>
<td></td>
<td>In this example, event IDs from 200 to 256, 4097 and 34 are filtered for the channel Application, event ID 1 is filtered for Security, and event IDs 1 and 13 are filtered for the source called Symantec.</td>
</tr>
<tr>
<td><strong>Event Types</strong></td>
<td>At least one event type must be selected.</td>
</tr>
<tr>
<td><strong>Enable Active Directory Lookups</strong></td>
<td>If the WinCollect agent is in the same domain as the domain controller that is responsible for the Active Directory lookup, you can select this check and leave the override domain and DNS parameters blank.</td>
</tr>
<tr>
<td></td>
<td><strong>Important:</strong> You must enter values for the <strong>Domain Controller Name Lookup</strong> and <strong>DNS Domain Name Lookup</strong> parameters.</td>
</tr>
<tr>
<td><strong>Override Domain Controller Name</strong></td>
<td>Required when the domain controller that is responsible for Active Directory lookup is outside of the domain of the WinCollect agent.</td>
</tr>
<tr>
<td></td>
<td>The IP address or host name of the domain controller that is responsible for the Active Directory lookup.</td>
</tr>
</tbody>
</table>
Applications and Services logs
Use XPath queries to collect events from the Applications and Services event logs.

XPath queries are structured XML expressions that you use to retrieve customized events from the Windows event logs.

Related reference
Windows log source parameters
Common parameters are used when you configure a log source for a WinCollect agent or a WinCollect plug-in. Each WinCollect plug-in also has a unique set of configuration options.

Creating a custom view
Use the Microsoft Event Viewer to create custom views, which can filter events for severity, source, category, keywords, or specific users.

WinCollect log sources can use XPath filters to capture specific events from your logs. To create the XML markup for your XPath Query parameter, you must create a custom view. You must log in as an administrator to use Microsoft Event Viewer.

Note: Using more than 10 XPath queries can affect WinCollect performance, depending on the XPath and the number of events coming in to each channel.

XPath queries that use the WinCollect protocol the TimeCreated notation do not support filtering of events by a time range. Filtering events by a time range can lead to errors in collecting events.

Procedure
1. On your desktop, select Start > Run.
2. Type the following command:
   `Eventvwr.msc`
3. Click OK.
4. If you are prompted, type the administrator password and press Enter.
5. Click Action > Create Custom View.
When you create a custom view, do not select a time range from the **Logged** list. The **Logged** list includes the **TimeCreated** element, which is not supported in XPath queries for the WinCollect protocol.

6. In **Event Level**, select the check boxes for the severity of events that you want to include in your custom view.

7. Select an event log source. You can select the source from the **Event sources** drop-down menu, or you can browse to a source from the **Event logs** drop-down menu.

8. Type the event IDs to filter from the event or log source.

   Use commas to separate IDs.

   The following list contains an individual ID and a range: 4133, 4511-4522

9. From the **Task Category** list, select the categories to filter from the event or log source.

10. From the **Keywords** list, select the keywords to filter from the event or log source.

11. Type the user name to filter from the event or log source.

12. Type the computer or computers to filter from the event or log source.

13. Click the **XML tab**.

14. Copy and paste the XML to the **XPath Query** field of your WinCollect log source configuration.

**What to do next**
Configure a log source with the XPath query. For more information, see “Applications and Services logs” on page 52.

**XPath query examples**
Use XPath examples for monitoring events and retrieving logon credentials, as a reference when you create XPath queries.

For more information about XPath queries, see your Microsoft documentation.

**Note:** XPath uses only the MSEVEN6 event protocol.

**Example: Monitoring events for a specific user**
In this example, the query retrieves events from all Windows event logs for the guest user.

**Important:** XPath queries cannot filter Windows Forwarded Events.

```xml
<QueryList>
  <Query Id="0" Path="Application">
    <Select Path="Application">
      *(System[(Level=4 or Level=0) and Security[@UserID='S-1-5-21-3709697454-1862423022-1906558702-501']])
    </Select>
  </Query>
  
  <Query Id="0" Path="Security">
    <Select Path="Security">
      *(System[(Level=4 or Level=0) and Security[@UserID='S-1-5-21-3709697454-1862423022-1906558702-501']])
    </Select>
  </Query>
  
  <Query Id="0" Path="Setup">
    <Select Path="Setup">
      *(System[(Level=4 or Level=0) and Security[@UserID='S-1-5-21-3709697454-1862423022-1906558702-501']])
    </Select>
  </Query>
  
  <Query Id="0" Path="System">
    <Select Path="System">
      *(System[(Level=4 or Level=0) and Security[@UserID='S-1-5-21-3709697454-1862423022-1906558702-501']])
    </Select>
  </Query>
</QueryList>
```

**Example: Credential logon for Windows 2008**
In this example, the query retrieves specific event IDs from the security log for Information-level events that are associated with the account authentication in Windows 2008.

```xml
<QueryList>
  <Query Id="0" Path="Security">
    <Select Path="Security">
      *(System[(Level=4 or Level=0) and ((EventID &gt;= 4776 and EventID &lt;= 4777))])
    </Select>
  </Query>
</QueryList>
```
Table 20. Event IDs used in credential logon example

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4776</td>
<td>The domain controller attempted to validate credentials for an account.</td>
</tr>
<tr>
<td>4777</td>
<td>The domain controller failed to validate credentials for an account.</td>
</tr>
</tbody>
</table>

Example: Retrieving events based on user

In this example, the query examines event IDs to retrieve specific events for a user account that is created on a fictional computer that contains a user password database.

Example: Retrieving DNS analytic logs

In this example, the query retrieves all events that are captured in DNS analytic logs.
Example: Retrieving events with Sysinternals Sysmon

In this example, the query retrieves all events that are captured by SysInternals Sysmon.

```xml
<QueryList>
  <Query Id="0" Path="Microsoft-Windows-Sysmon/Operational">
    <Select Path="Microsoft-Windows-Sysmon/Operational">*</Select>
  </Query>
</QueryList>
```

Microsoft DHCP log source configuration options

Use this reference information to configure the WinCollect plug-in for Microsoft DHCP.

**Restriction:** The WinCollect agent must be in the same time zone as the remote DHCP server that it is configured to poll.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td>Microsoft DHCP</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>WinCollect Microsoft DHCP</td>
</tr>
<tr>
<td>Local System</td>
<td>The WinCollect agent must be installed on the Microsoft DHCP Server.</td>
</tr>
<tr>
<td></td>
<td>The log source uses local system credentials to collect and forward events.</td>
</tr>
</tbody>
</table>

**Table 22. Microsoft DHCP protocol parameters**

<table>
<thead>
<tr>
<th>Collection type</th>
<th>Root log directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>c:\WINDOWS\system32\dhcp</td>
</tr>
<tr>
<td>Remote</td>
<td>\DHCP IP address\c$\Windows\System32\dhcp</td>
</tr>
</tbody>
</table>

**Table 23. Default root log directory paths for Microsoft DHCP events.**

The DHCP event logs that are monitored by WinCollect are defined by the directory path that you specify in your WinCollect DHCP log source.

WinCollect evaluates the root log directory folder to automatically collect new DHCP events that are written to the event log. DHCP event logs start with DHCP, contain a three-character day of the week abbreviation, and end with a .log file extension. Any DHCP log files that are in the root log directory and match either an IPv4 or IPv6 DHCP log format are monitored for new events by the WinCollect agent.

<table>
<thead>
<tr>
<th>Log type</th>
<th>Example of log file format</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPv4</td>
<td>DhcpSrvLog-Mon.log</td>
</tr>
<tr>
<td>IPv6</td>
<td>DhcpV6SrvLog-Wed.log</td>
</tr>
</tbody>
</table>

**Related reference**

Windows log source parameters
Common parameters are used when you configure a log source for a WinCollect agent or a WinCollect plug-in. Each WinCollect plug-in also has a unique set of configuration options.

**Microsoft Exchange Server log source configuration options**

Use this reference information to configure the WinCollect plug-in for Microsoft Exchange Server.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td>Microsoft Exchange Server</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>WinCollect Microsoft Exchange</td>
</tr>
<tr>
<td>Local System</td>
<td>The WinCollect agent must be installed on the Microsoft Exchange Server. The log source uses local system credentials to collect and forward events to QRadar.</td>
</tr>
</tbody>
</table>

**Table 25. Microsoft Exchange Server protocol parameters**

**Table 26. Default OWA directory paths for Microsoft Exchange Server events.**
The Exchange Server OWA event logs that are monitored by WinCollect are defined by the directory path that you specify in your WinCollect Exchange Server log source.

<table>
<thead>
<tr>
<th>Collection type</th>
<th>Root log directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>C:\inetpub\logs\LogFiles\W3SVC1</td>
</tr>
<tr>
<td>Remote</td>
<td>\&lt;Exchange Server IP address&gt;\C$ \inetpub\logs\LogFiles\W3SVC1</td>
</tr>
</tbody>
</table>

**Table 27. Default Message Tracking directory paths for Microsoft Exchange Server events.**
The Exchange Server Message Tracking event logs that are monitored by WinCollect are defined by the directory path that you specify in your WinCollect Exchange Server log source.

<table>
<thead>
<tr>
<th>Collection type</th>
<th>Root log directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>C:\Program Files\Microsoft\Exchange</td>
</tr>
<tr>
<td>Remote</td>
<td>\&lt;Exchange Server IP address&gt;\C$ \Program Files\Microsoft\Exchange</td>
</tr>
</tbody>
</table>

**Table 28. Default SMTP/Mail directory paths for Microsoft Exchange Server events.**
The Exchange Server SMTP/Mail event logs that are monitored by WinCollect are defined by the directory path that you specify in your WinCollect Exchange Server log source.

<table>
<thead>
<tr>
<th>Collection type</th>
<th>Root log directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>C:\Program Files\Microsoft\Exchange Server\V15\TransportRoles\Logs\Hub\ProtocolLog</td>
</tr>
</tbody>
</table>
The Exchange Server SMTP/Mail event logs that are monitored by WinCollect are defined by the directory path that you specify in your WinCollect Exchange Server log source.

<table>
<thead>
<tr>
<th>Collection type</th>
<th>Root log directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote</td>
<td>&lt;Exchange Server IP address&gt;\C$\Program Files\Microsoft\Exchange Server\V15\TransportRoles\Logs\Hub\ProtocolLog</td>
</tr>
</tbody>
</table>

### DNS debug log source configuration options

Use the reference information to configure the WinCollect plug-in for Microsoft Windows DNS debug logging.

**Important:** DNS debug logging can affect system performance and disk space because it provides detailed data about information that the DNS server sends and receives. Enable DNS debug logging only when you require this information.

DNS debug logging is supported on the following Windows versions:
- Windows Server 2019 (including Core)
- Windows Server 2016 (including Core)
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2
- Windows Server 2008 (32-bit)

**Important:** Do not select Details in the Other options pane. WinCollect currently does not support this function.

Table 29. DNS debug protocol parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Reader Type</td>
<td>Reads file contents. Both options have basic Unicode encoding support for byte-order marks. If you choose the Text (file held open) option, then WinCollect maintains a shared read and write lock on the monitored log file. If you choose the Text (file open when reading) option, then WinCollect maintains a shared read and write lock on the log file only when it reads the file.</td>
</tr>
</tbody>
</table>
Table 29. DNS debug protocol parameters (continued)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Monitor Type</td>
<td>Detects file and directory changes:</td>
</tr>
<tr>
<td></td>
<td>The Notification-based (local) option uses the Windows file system notifications to detect changes to your DNS log.</td>
</tr>
<tr>
<td></td>
<td>The Polling-based (remote) option monitors changes to remote files and directories. The agent polls the remote DNS log and compares the file to the last polling interval. If the log contains new entries, the entries are retrieved.</td>
</tr>
<tr>
<td>File Pattern</td>
<td>The regular expression (regex) required to match the DNS debug log file set in the DNS manager.</td>
</tr>
<tr>
<td>Root Directory</td>
<td>The directory where WinCollect monitors files. The directory must be Local File System for local collection, or a valid Microsoft Windows universal naming convention (UNC) path for remote collection.</td>
</tr>
<tr>
<td></td>
<td>This value must match the file path that is configured in your DNS manager.</td>
</tr>
<tr>
<td></td>
<td>Important: Due to restrictions in distributed systems, the path can't be verified in the user interface.</td>
</tr>
</tbody>
</table>

Enabling DNS debugging on Windows Server

Enable DNS debugging on Windows Server to collect information that the DNS server sends and receives.

Before you begin

The DNS role must be installed on the Windows Server.

Important: Do not select Details in the Other options pane. WinCollect currently does not support this function.

Procedure

1. Open the DNS Manager with the following command:

   `dnsmgmt.msc`

2. Right-click the DNS server and click Properties.
3. Click the Debug Logging tab.
4. Select Log packets for debugging.
5. In the log file, type the file path and name, and the maximum size.

   Important: The file path and name, must align with the Root Directory and File Pattern that you provided when you configured the Microsoft DNS log source in QRadar.
6. Click Apply and then click OK.
Collecting DNS Analytic Logs by using XPath

To collect DNS Analytic logs by using WinCollect, you must first configure Windows to collect analytic logs and then add an XPath to the WinCollect Agent log source to collect the logs and send them to QRadar.

About this task

Use Event Viewer to configure Windows to collect DNS Server analytic logs.

Procedure

1. To open the Event Viewer, type `eventvwr.msc` at an elevated command prompt, and press Enter.
2. Go to Applications and Services Logs\Microsoft\Windows\DNS-Server.
3. Right-click DNS-Server, and then click View > Show Analytic and Debug Logs.
4. Right-click the Analytical log, and then click Properties.
5. In the When maximum event log size is reached section, choose Do not overwrite events (Clear logs manually), select Enable logging, and then click OK on the resulting dialog box.

   **Important:** If you do not select this option, the WinCollect Agent can't collect the Analytical log, because the logs are stored in etl format. For more information, see [https://support.microsoft.com/en-ca/help/2488055/error-when-enabling-analytic-or-debug-event-log](https://support.microsoft.com/en-ca/help/2488055/error-when-enabling-analytic-or-debug-event-log).
6. Click OK to enable the DNS Server Analytic event log.

   **Attention:** You must manually clear the logs and restart the agent when the event log is full.
7. In the log source, add the following XPath to the WinCollect Agent:

   ```xml
   <QueryList>
     <Query Id="0" Path="Microsoft-Windows-DNSServer/Analytical">
       <Select Path="Microsoft-Windows-DNSServer/Analytical">*<\Select>
     </Query>
   </QueryList>
   ```

File Forwarder log source configuration options

Use the reference information to configure the WinCollect plug-in for the File Forwarder log source.

You must also configure parameters that are not specific to this plug-in. The File Forwarder plug-in can be used with Universal DSM to poll many types of logs from the Windows host.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td>Universal DSM</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>Select WinCollect File Forwarder.</td>
</tr>
<tr>
<td>Local System</td>
<td>Disables remote collection of events for the log source. The log source uses local system credentials to collect and forward events to QRadar.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Root Directory</td>
<td>The location of the log files to forward to QRadar. If the WinCollect agent remotely polls for the file, the root log directory must specify both the server and the folder location for the log files. Example: <code>\\server\sharedfolder \remotelogs\</code></td>
</tr>
<tr>
<td>Filename Pattern</td>
<td>The regular expression (regex) that is required to filter the file names. All files that match the pattern are included in the processing. The default file pattern is <code>.*</code> and matches all files in the Root Directory.</td>
</tr>
<tr>
<td>Monitoring Algorithm</td>
<td>The Continuous Monitoring option is intended for files systems that append data to log files. The File Drop option is used for the log files in the root log directory that are read one time, and then ignored in the future.</td>
</tr>
<tr>
<td>Only Monitor Files Created Today</td>
<td>Enabled by default. Clear this option to monitor files from before the current day.</td>
</tr>
<tr>
<td>File Monitor Type</td>
<td>The Notification-based (local) option uses the Windows file system notifications to detect changes to your event log. The Polling-based (remote) option monitors changes to remote files and directories. The agent polls the remote event log and compares the file to the last polling interval. If the event log contains new events, the event log is retrieved.</td>
</tr>
<tr>
<td>File Reader Type</td>
<td>If you choose the Text (file held open) option, the system that generates your event log continually leaves the file open to append events to the end of the file. If you choose the Text (file open when reading) option, the system that generates your event log opens the event log from the last known position, and then writes events and closes the event log. Select the Memory Mapped Text (local only) option only when advised by IBM Professional Services. This option is used when the system that generates your event log polls the end of the event log for changes. This option requires that you also select the Local System check box.</td>
</tr>
<tr>
<td>File Reader Encoding</td>
<td>For files without a BOM, select ANSI if you want the files converted to UTF8. Otherwise, select UTF8 if the files are already in UTF8 and no conversion is needed.</td>
</tr>
</tbody>
</table>
### Table 30. File Forwarder protocol parameters (continued)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>File Parser Type</strong></td>
<td>Files can be parsed in two ways: Single Line or Multi Line.</td>
</tr>
<tr>
<td><strong>Single Line</strong></td>
<td>Parses a file and creates an event for each line.</td>
</tr>
<tr>
<td><strong>Multi Line</strong></td>
<td>Parses an XML file and creates an event that comprises multiple lines from the point that a specified starting token is parsed, until the next time the specified starting token is parsed.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>Multi Line parsing currently only supports XML file types.</td>
</tr>
<tr>
<td><strong>Multi Line &quot;Starts With&quot; Regex Token</strong></td>
<td>The Multi Line File Parser Type requires a &quot;Starts With&quot; token. The &quot;Starts With&quot; token should be the regex that is required to identify every character from the beginning of the line you want to start a multi line event with. It is important to make your regex as accurate as possible to avoid combining events due to similar whitespace before the characters, and to avoid not parsing the file at all due to not finding a &quot;Starts With&quot; token.</td>
</tr>
</tbody>
</table>

**Example for Multi Line parser type XML file**

To ensure that the XML file is parsed to generate an event for every `<event>` node, use a multi-line "Starts With token of "\s*<event>".

```xml
<EventList>
  <event>
    <timeStamp=10101010101 payload=example1>
  </event>
  <event>
    <timeStamp=10101010102 payload=example2>
  </event>
  <event>
    <timeStamp=10101010103 payload=example3>
  </event>
  <event>
    <timeStamp=10101010104 payload=example4>
  </event>
</EventList>
```

The multi-line file parser produces 4 individual events, instead of producing 14 individual single line events. The payload message for the first event created would look like this example:

```xml
<Event>
  <timeStamp=10101010101 payload=example1> </event>
</Event>
```

**Note:** A multi-line ‘Starts With’ token "<event>" would also work; however tabs and spaces can look the same and be coded differently. Using "\s*<event>" is a better option, because it covers both types of white space.

**Related reference**

Windows log source parameters
Common parameters are used when you configure a log source for a WinCollect agent or a WinCollect plug-in. Each WinCollect plug-in also has a unique set of configuration options.

**Microsoft IAS log source configuration options**

Use the reference information to configure the WinCollect plug-in for Microsoft IAS.

### Table 31. Supported Windows versions and log formats

<table>
<thead>
<tr>
<th>Microsoft IAS</th>
<th>Supported Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows support</td>
<td>Windows Server 2019</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2016</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2012 R2</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2008 R2</td>
</tr>
<tr>
<td>NPS® log server log formats</td>
<td>Data Transformation Service</td>
</tr>
<tr>
<td></td>
<td>Open Database Connectivity</td>
</tr>
<tr>
<td></td>
<td>Internet Authentication Service</td>
</tr>
</tbody>
</table>

**Important**: WinCollect does not support events that are logged to a Microsoft SQL Server.

**Microsoft IAS directory structure for event collection**

The event logs that are monitored by WinCollect are defined by the root directory that you should configure in your log source.

When you specify a root log directory, you must point the WinCollect agent to the folder that contains your Microsoft IAS or NPS events. The root log directory does not recursively search sub-directories for event files.

To improve performance, you can create a sub folder for your IAS and NPS event logs, for example, \Windows\System32\Logfiles\NPS. When you create a specific event folder, the agent does not have to evaluate many files to locate your event logs.

If your system generates a large number of IAS or NPS events, you can configure your Windows system to create a new event log at daily intervals. This action ensures that agents do not have to search large logs for new events.

### Table 32. Event log default directory structure for Microsoft IAS

<table>
<thead>
<tr>
<th>Event version</th>
<th>Root Log Directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows Server 2019</td>
<td>\Windows\System32\Logfiles\</td>
</tr>
<tr>
<td>Microsoft Windows Server 2016</td>
<td>\Windows\System32\Logfiles\</td>
</tr>
<tr>
<td>Microsoft Windows Server 2012 R2</td>
<td>\Windows\System32\Logfiles\</td>
</tr>
<tr>
<td>Microsoft Windows Server 2008 R2</td>
<td>\Windows\System32\Logfiles\</td>
</tr>
</tbody>
</table>

**Microsoft IAS protocol parameters**
### Table 33. Microsoft IAS parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td>Microsoft IAS Server</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>WinCollect Microsoft IAS / NPS</td>
</tr>
<tr>
<td>Local System</td>
<td>To collect local events, the WinCollect agent must be installed on the same host as your Microsoft DHCP Server. The log source uses local system credentials to collect and forward events to the QRadar</td>
</tr>
<tr>
<td>File Monitor Policy</td>
<td>The <strong>Notification-based</strong> (local) option uses the Windows file system notifications to detect changes to your event log. The <strong>Polling-based</strong> (remote) option monitors changes to remote files and directories. The agent polls the remote event log and compares the file to the last polling interval. If the event log contains new events, the event log is retrieved.</td>
</tr>
<tr>
<td>Polling Interval</td>
<td>The amount of time between queries to the root log directory for new events.</td>
</tr>
</tbody>
</table>

**Related reference**
Windows log source parameters
Common parameters are used when you configure a log source for a WinCollect agent or a WinCollect plug-in. Each WinCollect plug-in also has a unique set of configuration options.

### WinCollect Microsoft IIS log source configuration options

You can configure a log source to use the Microsoft Internet Information Services (IIS). This WinCollect plugin supports a single point of collection for W3C format log files that are on a Microsoft IIS web server.

**Overview for the WinCollect plug-in for Microsoft IIS**

You can use one of two methods to collect Microsoft IIS logs with WinCollect. You can install an agent locally on your Microsoft IIS server and configure it accordingly. Or, with WinCollect 7.2.8 and later, you can configure a WinCollect agent to remotely poll the IIS logs. See Table 1 for setting up the directory paths based off your method of log collection.

The WinCollect plug-in for Microsoft IIS can read and forward events for the following logs:

- Website (W3C) logs
- File Transfer Protocol (FTP) logs
- Simple Mail Transfer Protocol (SMTP) logs
- Network News Transfer Protocol (NNTP) logs

The WinCollect plug-in for Microsoft IIS can monitor W3C, IIS, and NCSA formatted event logs. However, the IIS and NCSA event formats do not contain as much event information in their event payloads as the W3C event format. To collect the maximum information available, configure your Microsoft IIS Server to write events in W3C format. WinCollect can collect both ASCII and UTF-8 encoded event log files.

**Supported versions of Microsoft IIS**

The Microsoft IIS plug-in for WinCollect supports the following Microsoft IIS software versions:
- Microsoft IIS Server 6.0
- Microsoft IIS Server 7.0
- Microsoft IIS Server 7.5
- Microsoft IIS Server 8.0
- Microsoft IIS Server 8.5
- Microsoft IIS Server 10

**WinCollect Microsoft IIS parameters**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protocol Configuration</td>
<td>Select WinCollect Microsoft IIS.</td>
</tr>
<tr>
<td>Log Source Identifier</td>
<td>The IP address or host name of your Microsoft IIS server. It must be unique for the log source type.</td>
</tr>
<tr>
<td>Root Directory</td>
<td>The directory path to your Microsoft IIS log files. For Microsoft IIS 6.0 (individual site), use:</td>
</tr>
<tr>
<td></td>
<td>• Local: %SystemRoot%\LogFiles\site name</td>
</tr>
<tr>
<td></td>
<td>• Remote: \HostnameorIP\c$\LogFiles\site name</td>
</tr>
<tr>
<td></td>
<td>For Microsoft IIS 7.0-10.0 (full site), use:</td>
</tr>
<tr>
<td></td>
<td>• Local: %SystemDrive%\inetpub\logs\LogFiles</td>
</tr>
<tr>
<td></td>
<td>• Remote: \HostnameorIP\c$\inetpub\logs\LogFiles</td>
</tr>
<tr>
<td></td>
<td>For Microsoft IIS 7.0-10.0 (individual site), use:</td>
</tr>
<tr>
<td></td>
<td>• Local: %SystemDrive%\inetpub\logs\LogFiles\site name</td>
</tr>
<tr>
<td></td>
<td>• Remote: \HostnameorIP\c$\inetpub\logs\LogFiles\site name</td>
</tr>
<tr>
<td>Polling Interval</td>
<td>The amount of time between queries to the root log directory for new events. The default polling interval is 5000 milliseconds.</td>
</tr>
<tr>
<td>FTP</td>
<td>Collects File Transfer Protocol (FTP) events from Microsoft IIS.</td>
</tr>
<tr>
<td>NNTP/News</td>
<td>Collects Network News Transfer Protocol (NNTP) events from Microsoft IIS.</td>
</tr>
<tr>
<td>SMTP/Mail</td>
<td>Collects Simple Mail Transfer Protocol (SMTP) events from Microsoft IIS.</td>
</tr>
<tr>
<td>W3C</td>
<td>Collects website (W3C) events from Microsoft IIS.</td>
</tr>
<tr>
<td>WinCollect Agent</td>
<td>Manages the WinCollect agent log source.</td>
</tr>
</tbody>
</table>

**Microsoft ISA log configuration options**

Use the reference information to configure the WinCollect plug-in for Microsoft ISA.
Supported versions of Microsoft ISA

The Microsoft ISA plug-in for WinCollect supports the following software versions:

- Microsoft ISA Server 2006
- Microsoft Forefront Threat Management Gateway 2010

Supported Microsoft ISA or TMG server log formats

Microsoft ISA and Forefront Threat Management Gateway installations create individual firewall and web proxy event logs in a common log directory. To collect these events with WinCollect, you must configure your Microsoft ISA or Microsoft Time Management Gateway to write event logs to a log directory.

Restriction: Events that log to a Microsoft SQL server database are not supported by WinCollect.

WinCollect supports the following event log formats:

- Web proxy logs in WC3 format (w3c_web)
- Microsoft firewall service logs in WC3 format (w3c_fws)
- Web Proxy logs in IIS format (iis_web)
- Microsoft firewall service logs in IIS format (iis_fws)

The W3C event format is the preferred event log format. The W3C format contains a standard heading with the version information and all of the fields that are expected in the event payload. You can customize the W3C event format for the firewall service log and the web proxy log to include or exclude fields from the event logs.

Most administrators can use the default W3C format fields. If the W3C format is customized, the following fields are required to properly categorize events:

### Table 35. W3C format required fields

<table>
<thead>
<tr>
<th>Required field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client IP (c-ip)</td>
<td>The source IP address.</td>
</tr>
<tr>
<td>Action</td>
<td>Action that is taken by the firewall.</td>
</tr>
<tr>
<td>Destination IP (r-ip)</td>
<td>The destination IP address.</td>
</tr>
<tr>
<td>Protocol (cs-protocol)</td>
<td>The application protocol name, for example, HTTP or FTP.</td>
</tr>
<tr>
<td>Client user name (cs-username)</td>
<td>The User account that made the data request of the firewall service.</td>
</tr>
<tr>
<td>Client user name (username)</td>
<td>The User account that made the data request of the web proxy service.</td>
</tr>
</tbody>
</table>

Microsoft ISA directory structure for event collection

The event logs that are monitored by WinCollect are defined by the root directory that you configure in your log source.

When you specify a root log directory, WinCollect evaluates the directory folder and recursively searches the subfolders to determine when new events are written to the event log. By default, the WinCollect plug-in for Microsoft ISA polls the root log directory for updated event logs every 5 seconds.
Table 36. Event log default directory structure for Microsoft ISA

<table>
<thead>
<tr>
<th>Version</th>
<th>Root Log Directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft ISA 2006</td>
<td>%systemroot%\LogFiles\IAS\</td>
</tr>
<tr>
<td>Microsoft Threat Management Gateway</td>
<td>&lt;Program Files&gt;&lt;Forefront Directory&gt;\ISALogs\</td>
</tr>
</tbody>
</table>

Microsoft ISA protocol parameters

Table 37. Microsoft ISA protocol parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td><strong>Microsoft ISA</strong></td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td><strong>WinCollect Microsoft ISA / Forefront TMG</strong></td>
</tr>
<tr>
<td>Local System</td>
<td>To collect local events, the WinCollect agent must be installed on the same host as your Microsoft ISA or Forefront TMG server. The log source uses local system credentials to collect and forward events to the IBM Security QRadar.</td>
</tr>
</tbody>
</table>
| Root Directory                 | When you specify a remote file path, use a dollar sign, $, instead of a colon, ;, to represent your drive name. Microsoft ISA 2006  
• For a local directory path, use %systemroot% \LogFiles\ISA\  
• For a remote directory path, use \<ISA server IP>\%systemroot%\LogFiles\ISA\  
Microsoft Threat Management Gateway  
• For a local directory path, use \<Program Files>\<Forefront Directory>\ISALogs\  
• For a remote directory path, use \\<ISA server IP>\<Program Files>\<Forefront Directory>\ISALogs\ |
| File Monitor Policy            | The **Notification-based (local)** option uses the Windows file system notifications to detect changes to your event log. The **Polling-based (remote)** option monitors changes to remote files and directories. The agent polls the remote event log and compares the file to the last polling interval. If the event log contains new events, the event log is retrieved. |
| Polling Interval               | The amount of time between queries to the root log directory for new events. |

Related reference

Windows log source parameters
Common parameters are used when you configure a log source for a WinCollect agent or a WinCollect plug-in. Each WinCollect plug-in also has a unique set of configuration options.

**Juniper Steel-Belted Radius log source configuration options**

Use the reference information to configure the WinCollect plug-in for Juniper Steel-Belted Radius.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td>Juniper Steel-Belted Radius</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>WinCollect Juniper SBR</td>
</tr>
<tr>
<td>Local System</td>
<td>To collect local events, the WinCollect agent must be installed on the same host as the Juniper Steel-Belted Radius server. The log source uses local system credentials to collect and forward events to the IBM Security QRadar.</td>
</tr>
<tr>
<td>Root Directory</td>
<td>The directory that contains the files that you want to monitor. The QRadar user interface does not verify the path to the root directory. Ensure that you enter a valid local Windows path.</td>
</tr>
<tr>
<td>File Monitor Policy</td>
<td>The Notification-based (local) option uses the Windows file system notifications to detect changes to your event log. The Polling-based (remote) option monitors changes to remote files and directories. The agent polls the remote event log and compares the file to the last polling interval. If the event log contains new events, the event log is retrieved.</td>
</tr>
<tr>
<td>Polling Interval</td>
<td>The amount of time between queries to the root log directory for new events.</td>
</tr>
</tbody>
</table>

**Microsoft SQL Server log source configuration options**

Use the reference information to configure the WinCollect plug-in for Microsoft SQL Server.

**Microsoft SQL Server Error Logs**

The error log is a standard text file that contains Microsoft SQL Server information and error messages. WinCollect monitors the error log for new events and forwards the event to IBM Security QRadar. The error log provides meaningful information to assist you in troubleshooting issues or alerting you to potential or existing problems. The error log output includes the time and date the message was logged, the source of the message, and the description of the message. If an error occurs, the log contains the error message number and a description. Microsoft SQL Servers retain backups of the last six error log files.

WinCollect can collect Microsoft SQL server error log events. To collect Microsoft SQL Server audit and authentication events, you configure the Microsoft SQL Server DSM. For more information, see the IBM Security QRadar DSM Configuration Guide.

WinCollect agents support local collection and remote polling for Microsoft SQL Server installations. To remotely poll for Microsoft SQL Server events, you must provide administrator credentials or domain
administrator credentials. If your network policy restricts the use of administrator credentials, you can install a WinCollect agent on the same host as your Microsoft SQL Server. Local installations of WinCollect do not require special credentials to forward events to QRadar.

The Microsoft SQL Server event logs that are monitored by WinCollect are defined by the directory path that you specify in your WinCollect SQL log source. The following table lists the default directory paths for the Root Log Directory field in your log source.

<table>
<thead>
<tr>
<th>Microsoft SQL version</th>
<th>Collection type</th>
<th>Root log directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>Local</td>
<td>C:\Program Files\Microsoft SQL Server \MSSQL10.MSSQLSERVER\MSSQL\Log\</td>
</tr>
<tr>
<td>2008</td>
<td>Remote</td>
<td>\SQL IP address\c$\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\Log\</td>
</tr>
<tr>
<td>2008R2</td>
<td>Local</td>
<td>C:\Program Files\Microsoft SQL Server \MSSQL10_50.MSSQLSERVER\MSSQL\Log\</td>
</tr>
<tr>
<td>2008R2</td>
<td>Remote</td>
<td>\SQL IP address\c$\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\Log\</td>
</tr>
<tr>
<td>2012</td>
<td>Local</td>
<td>C:\Program Files\Microsoft SQL Server \MSSQL11.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2012</td>
<td>Remote</td>
<td>\SQL IP address\c$\Program Files\Microsoft SQL Server\MSSQL11.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2014</td>
<td>Local</td>
<td>C:\Program Files\Microsoft SQL Server \MSSQL12.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2014</td>
<td>Remote</td>
<td>\SQL IP address\c$\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2016</td>
<td>Local</td>
<td>C:\Program Files\Microsoft SQL Server \MSSQL13.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2016</td>
<td>Remote</td>
<td>\SQL IP address\c$\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2017</td>
<td>Local</td>
<td>C:\PROGRAM FILES\MICROSOFT SQL SERVER \MSSQL14.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2017</td>
<td>Remote</td>
<td>\HOSTNAME\c$\PROGRAM FILES\MICROSOFT SQL SERVER\MSSQL14.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2019</td>
<td>Local</td>
<td>C:\PROGRAM FILES\MICROSOFT SQL SERVER \MSSQL14.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
<tr>
<td>2019</td>
<td>Remote</td>
<td>\HOSTNAME\c$\PROGRAM FILES\MICROSOFT SQL SERVER\MSSQL14.MSSQLSERVER\MSSQL\LOG\</td>
</tr>
</tbody>
</table>

Log files that do not match the SQL event log format are not parsed or forwarded to QRadar.

**Supported versions of Microsoft SQL Server**

The WinCollect plug-in for Microsoft SQL server supports the following Microsoft SQL software versions:

- Microsoft SQL Server 2008
- Microsoft SQL Server 2008R2
The following table describes the Microsoft SQL server protocol parameters.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td>Microsoft SQL</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>WinCollect Microsoft SQL</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Root Directory</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Microsoft SQL 2008 | - For a local directory path, use C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\Log
                              - For a remote directory path, use \\SQL IP address\c$ \Program Files\Microsoft SQL Server \MSSQL10.MSSQLSERVER\MSSQL\Log |
| Microsoft SQL 2008R2| - For a local directory path, use C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\Log
                              - For a remote directory path, use \\SQL IP address\c$ \Program Files\Microsoft SQL Server \MSSQL10_50.MSSQLSERVER\MSSQL\Log |
| Microsoft SQL 2012 | - For a local directory path, use C:\Program Files\Microsoft SQL Server\MSSQL11.MSSQLSERVER\MSSQL\Log
                              - For a remote directory path, use \\SQL IP address\c$ \Program Files\Microsoft SQL Server \MSSQL11.MSSQLSERVER\MSSQL\Log |
| Microsoft SQL 2014 | - For a local directory path, use C:\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\Log
                              - For a remote directory path, use \\SQL IP address\c$ \Program Files\Microsoft SQL Server \MSSQL12.MSSQLSERVER\MSSQL\Log |
| Microsoft SQL 2016 | - For a local directory path, use C:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\Log
                              - For a remote directory path, use \\SQL IP address\c$ \Program Files\Microsoft SQL Server \MSSQL13.MSSQLSERVER\MSSQL\Log |
| Microsoft SQL 2017 | - For a local directory path, use C:\PROGRAM FILES\MICROSOFT SQL SERVER\MSSQL14.MSSQLSERVER\MSSQL\LOG
                              - For a remote directory path, use \\HOSTNAME\c$\PROGRAM FILES\MICROSOFT SQL SERVER\MSSQL14.MSSQLSERVER \MSSQL\LOG |
| **File Monitor Policy** |                                                                                                        |
| The **Notification-based (local)** option uses the Windows file system notifications to detect changes to your event log. |
| The **Polling-based (remote)** option monitors changes to remote files and directories. The agent polls the remote event log and compares the file to the last polling interval. If the event log contains new events, the event log is retrieved. |
Related reference
Windows log source parameters
Common parameters are used when you configure a log source for a WinCollect agent or a WinCollect plug-in. Each WinCollect plug-in also has a unique set of configuration options.

NetApp Data ONTAP configuration options
Use this reference information to configure the WinCollect plug-in for NetApp ONTAP.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td>NetApp Data ONTAP</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>WinCollect NetApp Data ONTAP</td>
</tr>
<tr>
<td>User Name</td>
<td>The account name that is used to log in to the Windows domain or system.</td>
</tr>
<tr>
<td>Domain</td>
<td>The network domain to which the user name belongs.</td>
</tr>
<tr>
<td>Target Directory</td>
<td>The network path to the directory where you want to monitor files. This path is not verified by IBM Security QRadar user interface. Ensure that you type a valid Windows UNC path that is shared by the NetApp appliance.</td>
</tr>
<tr>
<td>Polling Interval</td>
<td>The amount of time between queries to the remote directory for new event log files. Even though the remote device does not generate new files in a period of less than 60 seconds, the optimal polling interval is less than 60 seconds. This practice ensures that the collection of files resumes when WinCollect is restarted.</td>
</tr>
<tr>
<td>WinCollect Agent</td>
<td>The WinCollect Agent that you want to use to collect NetApp Data ONTAP events.</td>
</tr>
</tbody>
</table>

Version and file type support
Versions:
- NetApp Data ONTAP 8
- NetApp Data ONTAP 9.3

Filetype: Windows Event Log (EVT)

Configuring a TLS log source
To encrypt events and send to QRadar, you must configure a log source with a TLS Syslog protocol to establish communication with QRadar on port 6514.

Procedure
1. Log in to QRadar.
2. Click the Admin tab.
3. On the navigation menu, click Data Sources.
4. Click Log Sources > Add.
5. Configure the following parameters:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Type</td>
<td>Select <strong>Universal DSM</strong> from the list.</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>Select <strong>TLS Syslog</strong> from the protocol list.</td>
</tr>
<tr>
<td>Log Source Identifier</td>
<td>The IP address of the WinCollect destination host.</td>
</tr>
<tr>
<td>TLS Listen Port</td>
<td>The default is 6514.</td>
</tr>
<tr>
<td>Authentication Mode</td>
<td>Select <strong>TLS</strong>.</td>
</tr>
<tr>
<td>Maximum Connections</td>
<td>The default is 50. You can increase the Maximum Connections up to 500.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The supported number of WinCollect agents per collector is 500.</td>
</tr>
</tbody>
</table>

6. Click **Save**.

**Adding a log source to a WinCollect agent**

When you add a new log source to a WinCollect agent or edit the parameters of a log source, the WinCollect service is restarted. The events are cached while the WinCollect service restarts on the agent.

**Before you begin**

If you configure a log source that uses a WinCollect plug-in, you must read the requirements and prepare the third-party device. For more information, see WinCollect plug-in requirements.

**Procedure**

1. Click the **Admin** tab.
2. On the navigation menu, click **Data Sources**.
3. Click the **WinCollect** icon.
4. Click **Agents**.
5. Select the WinCollect agent, and click **Log Sources** and then click **Add**.
6. Choose one of the following options:
   - For a WinCollect log source, select **Microsoft Windows Security Event Log** from the **Log Source Type** list and then select WinCollect from the **Protocol Configuration** list.
   - For a WinCollect plug-in select the WinCollect plug-in option from the **Log Source Type** list, and then configure the specific parameters. For information about these parameters, see the configuration options for log sources that use WinCollect plug-ins.
7. Configure the generic log source parameters.
8. Click **Save**.
9. On the **Admin** tab, click **Deploy Changes**.
Bulk log sources for remote event collection

Bulk log sources are designed for systems that have multiple log sources with the same protocol configuration.

Procedure

1. Create a destination for Windows events on each IBM QRadar appliance that you want to use for Windows event collection. See “Adding a destination” on page 33.

   **Important:** It is helpful to provide a destination name that includes the IP address, such as "Agent1_1.2.3.4". If you have to edit the log source and change a destination in the future, you can determine the IP address for the destination. Also, set the throttle value to 5000 EPS, which is the max EPS rate for a WinCollect agent.

2. Create bulk log sources. See “Adding log sources in bulk for remote collection” on page 73.

3. Wait for the configurations to be pushed to the remote agents.

4. Verify in the Log Activity tab that events being received.

Adding log sources in bulk for remote collection

You can add multiple log sources at one time in bulk to IBM QRadar. The log sources must share a common configuration protocol and be associated with the same WinCollect agent.

You can upload a text file that contains a list of IP addresses or host names, run a query against a domain controller to get a list of hosts, or manually enter a list of IP addresses or host names by typing them in one at a time.

Depending on the number of WinCollect log sources that you add at one time, it can take time for the WinCollect agent to access and collect all Windows events from the log source list.

Before you begin

Ensure that you created destinations so that WinCollect agents can send Windows events to QRadar appliances. Ensure that you created one destination for each QRadar Event Collector 16xx or 18xx appliance.

Plan your bulk collection strategy with the WinCollect Event Log Report tool. For more information, see GitHub (https://github.com/ibm-security-intelligence/wincollect).

About this task

You can have a maximum of 500 log sources for each managed WinCollect agent. You must also remain under 5,000 EPS for local collection and 2,500 EPS for remote polling on the WinCollect Agent. You can review the Event Viewer on the Windows systems to determine how many EPS are generated in each hour. Divide that value by 3600 seconds to get the EPS rate. This calculation helps you to plan how many agents you need to install. Alternately, look at events over a 24-hour period to see how busy each Windows server is. This helps determine how to tune agents and avoid minimum and maximum EPS rates that you see only when reviewing hour-by-hour.

Procedure

1. On the Admin tab navigation menu, click Data Sources, and then click the WinCollect icon.

2. Select the WinCollect agent that you want to assign log sources to, and click Log Sources.

3. Click Bulk Actions > Bulk Add.

4. Provide a name for the bulk log source. To make it easy to locate, specify the name as the WinCollect agent that does remote collection.

5. From the Log Source Type list box, select Microsoft Windows Security Event Log.

6. From the Protocol Configuration list box, select WinCollect.
7. Use the tuning value specified by the WinCollect Event Log Report tool to tune your log sources appropriately.

8. Select all of the **Standard Log Types** check boxes. The WinCollect agent reads and forwards these remote logs to QRadar.

   **Important:** Do not select **Forwarded Events** the check box. Forwarded events is a special use case. Selecting this option will not add multiple log sources correctly.

9. Select all of the **Event Types** check boxes.

10. Select the **Enable Active Directory Lookups** check box. This option identifies user names in Windows events that appear as a hexadecimal and resolves them to human readable user names.

11. From the **WinCollect Agent** list, select the Windows host that manages the log source.

12. From the **Target Internal Destination** list, select the QRadar appliance that receives and processes the Windows events.

13. Add the IP addresses for the Windows operating systems that you want to remotely poll for events.

   You can upload a text file that contains a list of IP addresses or host names, run a query against a domain controller to get a list of hosts, or manually enter a list of IP addresses or host names by typing them in one at a time.

   Depending on the number of WinCollect log sources that you add at one time, it can take time for the WinCollect agent to access and collect all Windows events from the log source list.

14. Click **Save** and then click **Continue**.

**What to do next**
Wait for the configurations to be pushed to the remote agents. Verify in the **Log Activity** tab that events are received.

**Related tasks**

Adding a log source to a WinCollect agent
When you add a new log source to a WinCollect agent or edit the parameters of a log source, the WinCollect service is restarted. The events are cached while the WinCollect service restarts on the agent.
Chapter 8. Stand-alone deployments and WinCollect Configuration Console

A stand-alone deployment is a Windows host in unmanaged mode with WinCollect software installed. The Windows host can either gather information from itself, the local host, and or remote Windows hosts. Remote hosts don't have the WinCollect software installed. The Windows host with WinCollect software installed polls the remote hosts, and then sends event information to IBM QRadar.

WinCollect Configuration Console overview

In stand-alone deployments, which are also called unmanaged deployments, use the WinCollect Configuration Console to manage your WinCollect deployment. Use the WinCollect Configuration Console to add devices that you want WinCollect to collect agents from, and add the IBM QRadar destination where you want to send events.

Prerequisites: Before you can install the WinCollect Collect Configuration Console, you must do the following:

- Install the WinCollect agent in stand-alone mode. For more information, see “Installing the WinCollect agent on a Windows host” on page 19.
- Install .net framework version 3.5
- Install Microsoft Management Console (MMC) 3.0 and later.

The following table describes the WinCollect Configuration Console.

<table>
<thead>
<tr>
<th>Table 43. WinCollect Configuration Console window</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sections</strong></td>
</tr>
<tr>
<td><strong>Global Configuration</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
### Table 43. WinCollect Configuration Console window (continued)

<table>
<thead>
<tr>
<th>Sections</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Destinations</strong></td>
<td>The Destinations parameter defines where WinCollect device data is sent.</td>
</tr>
<tr>
<td></td>
<td>Syslog TCP or Syslog UDP destinations include the following parameters:</td>
</tr>
<tr>
<td></td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td>Hostname</td>
</tr>
<tr>
<td></td>
<td>Port</td>
</tr>
<tr>
<td></td>
<td>Throttle (events per second)</td>
</tr>
<tr>
<td></td>
<td>You can expand a destination to view all devices that are assigned to the destination.</td>
</tr>
<tr>
<td><strong>Devices</strong></td>
<td>The Device parameter contains available device types. Under each device type, you can view or update multiple device parameters.</td>
</tr>
</tbody>
</table>

### Installing the configuration console

Download and install the WinCollect configuration console to manage your stand-alone deployment. You can choose an option to install just the WinCollect patch, if you are deploying WinCollect on a large number of Windows hosts that do not require the configuration console.

**Before you begin**

- The existing WinCollect agent must be in stand-alone mode before you can install the configuration console. For more information about WinCollect agent installations, see "Installing a WinCollect agent from the command prompt" on page 22.
- .NET framework 3.5 features are required. For information about how to verify .NET installations, see www.ibm.com/support (https://www.ibm.com/support/docview.wss?uid=swg21701063).
- Microsoft Management Console (MMC) 3.0 and later is required.
- The WinCollect Stand-alone patch installer supports the following Windows software versions:
  - Windows Server 2019
  - Windows Server 2016
  - Windows Server 2012 (most recent)
  - Windows Server 2008 (most recent)
  - Windows 10 (most recent)
  - Windows 8 (most recent)
  - Windows 7 (most recent)
  - Windows Vista (most recent)

**Important:** WinCollect is not supported on versions of Windows that are designated end-of-life by Microsoft. After software is beyond the Extended Support End Date, the product might still function as expected. However, IBM does not make code or vulnerability fixes to resolve WinCollect issues for older operating systems. For example, Microsoft Windows Server 2003 R2 and Microsoft Windows XP are operating systems that are beyond the "Extended Support End Date." Any questions about this announcement can be discussed in the IBM QRadar Collecting Windows Events (WMI/ALE/WinCollect) forum. For more information, see https://support.microsoft.com/en-us/lifecycle/search (https://support.microsoft.com/en-us/lifecycle/search).
Procedure
1. Download the patch software from IBM Support (www.ibm.com/support/fixcentral). onto the Windows host where you want to install the configuration console.
2. Open the executable file on your system.
3. Follow the steps in the installation wizard. You can select an option to install both the WinCollect configuration console, and the WinCollect patch, or just the patch.

**Silently installing, upgrading, and uninstalling WinCollect software**

Enter a command to complete all installation and upgrading tasks for the WinCollect stand alone patch, and the WinCollect Configuration Console, rather than using the installation wizard. You can also upgrade WinCollect agents with the patch installer only.

Procedure
1. Download the patch software from IBM Support (www.ibm.com/support/fixcentral).
2. Install or upgrade both the WinCollect stand alone patch and the WinCollect Configuration Console by using the following commands:

   ```
   <setup.exe> /s /v" /qn"
   ```

3. Change the installation directory of the WinCollect Configuration Console by using the following command:

   ```
   <setup.exe> /s /v" /qn ADDLOCAL=ALL INSTALLDIR=<PATH>"
   ```

4. Install or upgrade only the WinCollect stand-alone patch by using the following command:

   ```
   <setup.exe> /s /v" /qn ADDLOCAL=WinCollect_StandAlone_Patch"
   ```

5. If you want to uninstall the WinCollect Configuration Console, use the following command:

   ```
   <setup.exe> /s /x /v" /qn"
   ```

For more information about stand-alone installs, see IBM Support (www.ibm.com/support/docview.wss?uid=swg21698381).

**Setting an XPath parameter during automated installation**

In WinCollect V 7.2.8 and later, you can add an XPath parameter to your command line installer for stand-alone WinCollect agent installations.

Procedure
1. Convert your XPath to base64 encoding using https://www.base64encode.org/ or another encoding tool.

   For example, this XPath, needed to collect Windows PowerShell logs:

   ```
   <QueryList>
   <Query Id="0" Path="Windows PowerShell">
   <Select Path="Windows PowerShell">*</Select>
   </Query>
   </QueryList>
   ```

   results in this base64 conversion:

   PFF1ZXJ5TG1zdD4KPFFTZXJ5ElkJPSIVhBQYXRoPSJxam5k5v3dI4h2vYU2h1bGwiPgo8U2VsZWNoIFBhdsg9I1dpbRvd3MgUG93XJTaGVsbCI+KjwvU2VsZWNoPgo8L1F1ZXJ5Pgo8L1F1ZXJ5TG1zdD4=

Stand-alone deployments and WinCollect Configuration Console 77
2. Add the following code to your command line installer:

```
c:\wincollect-7.2.8-91.exe /s /v"/qn STATUSSERVER=<valid IP address>
LOG_SOURCE_AUTO_CREATION_ENABLED=True
Action=create&
Component1.LogSourceName=%COMPUTERNAME%&Component1.LogSourceIdentifier=%COMPUTERNAME%&
<valid IP address>&
+Replication=true&Component1.Dest.Hostname=<valid IP address>&
Component1.MinLogsToProcessPerPass=1250&Component1.MaxLogsToProcessPerPass=2500&
Component1.CustomQuery.Base64=<base64 Xpath>&Component1.EventRateTuningProfile=High+Event+Rate+Server"
```

**Note:** Replace the following entries with valid IP addresses:

```
STATUSSERVER=<valid IP address>
Component1.Dest.Hostname=<valid IP address>
```

`STATUSSERVER` is the location where the WinCollect agent sends status messages (such as WinCollect service starting or any agent error messages). `Component1.Dest.Hostname` is the location where the agent sends event logs (such as QRadar EC or Console).

**Note:** Replace the following entry with the base64 conversion you created in Step 1:

```
Component1.CustomQuery.Base64=<base64 Xpath>
```

3. Add or remove any of the Components or event logs you want to collect.

### Creating a WinCollect credential

Create a credential that contains login information. WinCollect uses the credential information to log into devices and collect logs.

**Procedure**

1. Expand the **Global Configuration** parameter and right-click **Security Manager**.
2. Select **Add New Credential**.
3. In the **New Credential Name** box, add a name for the new credential and click **OK**.
4. Click the new credential under **Security Manager** to open the **Basic Configurations** window for the credential.
5. Enter the required properties for the new credential.
6. Click **Deploy Changes** under **Actions**.

### Adding a destination to the WinCollect Configuration Console

Add an IBM QRadar instance as a destination for WinCollect data.

**Procedure**

1. In the WinCollect Configuration Console, expand the **Destinations** parameter.
2. Right-click the **Syslog TCP** or **Syslog UDP** parameter, depending upon which destination type you want to add, and click **Add New Destination**.
3. In the **New Destination Name** box, add a name for the destination. Click **OK**.
**Important:** It is helpful to provide a destination name that includes the IP address, such as QRadarEP1_198.x.x.x. If you have to edit the log source and change a destination in the future, you can determine the IP address for the destination.

4. Expand **Syslog TCP** or **Syslog UDP**, and select the destination that you added to view the **Properties** window.

5. Define the **Name**, **Hostname**, **Port**, and **Throttle** for the new destination.

6. Click **Deploy Changes** under **Actions**.

### Configuring a destination with TLS in the WinCollect Configuration Console

You can encrypt syslog traffic to be sent to QRadar by configuring the WinCollect destination to use a Transport Layer Security (TLS) certificate.

**Procedure**

1. In the WinCollect Configuration Console, expand the **Destinations** parameter.
2. Right-click the **Syslog TCP**, and click **Add New Destination**.
3. In the **New Destination Name** field, add a name for the destination, and click **OK**.

   **Tip:** Use a destination name that includes the IP address, such as "<Managed_Host>_1.2.3.4". If you need to edit the log source and change a destination in the future, this destination name helps you determine the IP address for the destination.

4. Expand **Syslog TCP**, and select the destination that you added in step 3 to view the **Properties** window.

5. Define the **Name** and **Hostname**.

6. Change the **Port** to 6514, and set the **Throttle** rate.

7. Copy and paste the TLS certificate for the new destination in the **Certificate** field.

   **Note:** Make sure that you include the "-----BEGIN CERTIFICATE-----" and the "-----END CERTIFICATE-----" when you copy the TLS certificate.

8. Click **Deploy Changes** under the **Actions** pane.

### Adding a device to the WinCollect Configuration Console

Add the devices that WinCollect monitors to the WinCollect Configuration Console.

**Procedure**

1. Under **Devices**, right-click the device type that matches the device you want to add and select **Add New Device**.

2. In the **Add New Device** box, enter a name for the destination device.

3. In the **Basic Configurations** window, complete the parameters for the new destination device.

   **Important:** On the **Basic Configurations** page of the Microsoft Windows Event log device type, you can set a global Default Event Log Poll Protocol. The default value is **MSEVEN6**.

   To configure a single Microsoft Windows Event Log device to use the global Default Event Log Poll Protocol, select **default** from the **Basic Configurations** page of the device. Otherwise, select **MSEVEN6** or **MSEVEN** to override the global Default Event Log Poll Protocol.

   The **MSEVEN6** is a Microsoft event protocol that collects more information from an event log, such as the task, keyword, and opcode. It also provides a better message formatting.

4. Click **Deploy Changes** under **Actions**.
**Sending encrypted events to QRadar**

Configure a log source in stand-alone deployments of WinCollect to send encrypted events to IBM QRadar with TLS syslog. TLS Syslog is only supported in managed WinCollect deployments in QRadar versions 7.3.1 and later.

**Before you begin**

In QRadar, configure a Universal DSM that uses the TLS Syslog protocol. For more information, see the [IBM Security QRadar Log Sources User Guide](#).

The uDSM opens a port and provides the certificate that is necessary for communicating by using TLS. If you delete the uDSM, TLS communication stops.

**Procedure**

1. Use SSH to log in to QRadar as the root user.
2. Copy the certificate, including `-----BEGIN CERTIFICATE-----` and `-----END CERTIFICATE-----` from `/opt/qradar/conf/trusted_certificates/syslog-tls.cert` to a temporary location. You will paste this certificate into the WinCollect Configuration Console.
3. In the WinCollect Configuration Console, expand **Destinations**, and click **Add Destination**.
4. In the **New Destination Name** box, add a name for the destination and then click **OK**.
5. Select the new destination and enter the IP address of the target QRadar appliance in the **Hostname** field.
6. Type `6514` in the **Port** field.
7. Type the events per second (EPS) rate for your deployment in the **Throttle** field.
8. Paste the certificate that you copied from QRadar into the **Certificate** field.
9. Click **Deploy Changes** under **Actions**.

**Increasing UDP payload size**

You can increase the payload size for UDP syslog destinations in the Agent Configuration file.

**About this task**

The default payload size for UDP destination packages is 1,024 bytes. You can increase the payload size for a stand-alone WinCollect agent by adding a parameter in the Agent Configuration file.

**Important**: After you change the payload size for the WinCollect agent, you must increase the maximum UDP payload size in QRadar.

**Procedure**

1. Open the Agent Configuration XML file.
   The default path to this file is `WinCollect\config\AgentConfig.xml`.
2. Add the following parameter to the UDPSendStage module:

   ```xml
   <Parameter name="MaxPayloadSize" value="<desired value>" />
   ```

   Example of the module:

   ```xml
   <Module order="4" service_name="UDPSendStage">
     <Environment>
       <Parameter value="<Destination IP>" name="TargetAddress"/>
       <Parameter value="514" name="TargetPort"/>
       <Parameter name="MaxPayloadSize" value="4096"/>
     </Environment>
   </Module>
   ```
3. Save the file, and restart the WinCollect agent.

**What to do next**
Increase the maximum UDP payload size in QRadar to accept the adjusted payload size.

### Include milliseconds in Event Log timestamp

In a stand-alone WinCollect deployment, you can include milliseconds in the timestamp for Event Logs.

**Note:** This option is only compatible in a stand-alone WinCollect deployment that uses the MSEVEN6 protocol. It is not supported by the MSEVEN protocol

The `TimeGenerated` and `TimeWritten` payload fields in the Event Logs use seconds by default. You can set the `Timestamp Properties` to use milliseconds in the **Microsoft Windows Event Log Properties** node of the **WinCollect Configuration Console**.

**Important:** This is an Agent-level change that is set for all log sources.

Alternatively, you can change the property as part of the command line installation, using this parameter: `&Component1.TimestampFormat=Milliseconds`. You can also use a template to change the attribute in the `AgentConfig.xml` file. For more information about using templates, see “Changing configuration with templates in a stand-alone deployment” on page 82.

### Collecting local Windows logs

This use case scenario describes the settings required to collect logs from the host where the WinCollect Configuration Console is installed, and send them to IBM QRadar.

**Procedure**

1. Install the WinCollect Configuration Console on the host on which you want to collect windows logs. Download the patch from IBM Support (www.ibm.com/support/fixcentral).
2. Create a destination for the QRadar instance where you want to send WinCollect information. See “Adding a destination to the WinCollect Configuration Console” on page 78.
3. Configure the local Microsoft event log device that is monitored. See “Adding a device to the WinCollect Configuration Console” on page 79.

    **Important:** In the **Device Address** field, type the IP address or hostname of the local Windows system that you want to poll for events.

4. Click **Deploy Changes** under Actions.

### Collecting remote Windows logs

This use case scenario describes the settings that are required in the WinCollect Configuration Console to collect windows logs from hosts that do not have WinCollect software installed, and send the logs to IBM QRadar.

**Procedure**

1. Install the WinCollect Configuration Console on the windows machine that collects the log information. Download the patch from IBM Support (www.ibm.com/support/fixcentral).
2. Create a credential to use when you log in to remote hosts. See “Creating a WinCollect credential” on page 78.
3. Create the QRadar destination where Windows events are sent. See “Adding a destination to the WinCollect Configuration Console” on page 78.
4. Configure the devices that are monitored. See “Adding a device to the WinCollect Configuration Console” on page 79.

**Important:** In the **Device Address** field, type the IP address or hostname of the remote Windows system that you want to poll for events.

5. Click **Deploy Changes** under **Actions**.

---

**Changing configuration with templates in a stand-alone deployment**

Supported Version: WinCollect 7.2.8+ stand-alone only.

With templating, you can change the Agent configuration without making manual or scripted edits to the `AgentConfig.xml` file.

When you copy a template to the WinCollect patch directory, the Agent replaces the existing configuration with the contents of the template. Before the Agent applies the changes from the template, it makes a backup of the current configuration in the `patchcheckpoint` directory. After the changes are applied, the Agent restarts and uses the new configuration.

Four sample templates are installed with WinCollect V7.2.8 and later. They are stored in the `\IBM\WinCollect\templates` directory.

- `tmplt_AgentCore.xml`
- `tmplt_DestinationManager.xml`
- `tmplt_DeviceWindowsLog.xml`
- `tmplt_PayloadRouter.xml`

**Note:** These templates are examples only. All Agent configuration service modules are supported, so that you can create your own templates.

The following use cases are examples of how you can use templates to change Agent configurations.

**Use Case 1: Change heartbeat interval**

You want to change the heartbeat interval from 5 minutes to 1 hour on all deployed systems. Previously, this required manual or scripted changes to the `agentconfig.xml` file and a WinCollect service restart. With templates, you can change this interval by performing the following steps.

**Procedure**

1. Locate the `tmplt_AgentCore.xml` template in the `\IBM\WinCollect\templates` directory. This service contains the Heartbeat Interval configuration.

2. Make a copy of the template and name it `service_AgentCore.xml`.

3. Change the value of the `HeartbeatInterval` parameter to 3,600,000 milliseconds (1 hour).

```xml
<Service classification="Static" type="Service" version="7.2.8" module="AgentCore"
name="AgentCore">
  <Environment>
    <Parameter name="HeartbeatInterval" value="3600000"/>
    <Parameter name="ConfigurationCheckInterval" value="300000"/>
    <Parameter name="Enabled" value="true"/>
    <Parameter name="Deleted" value="false"/>
  </Environment>
</Service>
```

4. Move the `service_AgentCore.xml` file to the `\IBM\WinCollect\patch` directory. After a few seconds, the file disappears and the agent restarts. The old `agentconfig.xml` file is moved to the backup directory (patch_checkpoint_xxxx).
Use Case 2: Modify event data storage configuration

About this task
You want to change the location and capacity of the event data that is stored in the \programdata \WinCollect file. You want to store the event data in C:\WinCollect\Data and change the capacity to 20 GB. There is no default template for this change, but you can easily create one by using information in the agentconfig.xml file. The following sample shows the existing service:

```xml
<Service classification="Service" type="Service" version="7.2.8" module="WinCollectCommon"
name="DiskManager">
  <Environment>
    <Parameter name="BasePath" value="%ALLUSERSPROFILE%\WinCollect\Data"/>
    <Parameter name="Capacity" value="6144"/>
  </Environment>
</Service>
```

Note: %ALLUSERSPROFILE% is an environment variable. The default value is C:\ProgramData. You want to change this value to C:\WinCollect\Data.

Procedure
1. Create an XML file named service_DiskManager.xml with the following contents:

```xml
<Service classification="Service" type="Service" version="7.2.8" module="WinCollectCommon"
name="DiskManager">
  <Environment>
    <Parameter name="BasePath" value="c:\IBM\WinCollect\Data"/>
    <Parameter name="Capacity" value="20480"/>
  </Environment>
</Service>
```

2. Move the file to the IBM\WinCollect\patch directory.

   After a few seconds, the file disappears and the agent restarts. Data is now written to the new directory.

Use Case 3: Send TCP instead of UDP

You want to send Syslog data to QRadar over TCP rather than UDP. You must specify this option in the Destination Manager.

Procedure
1. Locate the tmplt_DestinationManager.xml template in the IBM \WinCollect\templates directory.
2. Make a copy of the template and name it service_DestinationManager.xml.
3. In <Module order="4" service_name="UDPSendStage">, change the service_name parameter to TCPSendStage.
4. Move the file to the \IBM\WinCollect\patch directory.
   After a few seconds, the file disappears and the agent restarts. The old agentconfig.xml file is moved to the backup directory (patch_checkpoint_xxxx).

Use Case 4: Add NSA filtering to an existing log source

You want to add NSA filtering to an existing log source. You can change this attribute by using the tmplt_DeviceWindowsLog.xml template.

Procedure

1. Locate the tmplt_DeviceWindowsLog.xml template.
2. Make a copy of the template and name it service_DeviceWindowsLog.xml.
3. Modify the following lines with the boded sample code:

   <Parameter name="Filter.System.Type" value="NSAlist"/>
   <Parameter name="Filter.System.Param" value="1,6,12,13,19,104,219,1001,1125,1126,1129,7000,7022,7023,7024,7026,7031,7032,7034,7045"/>
   <Parameter name="Filter.System.Enabled" value="true"/>

4. Move the file to the \IBM\WinCollect\patch directory.
   After a few seconds, the file disappears and the agent restarts. The old agentconfig.xml file is moved to the backup directory (patch_checkpoint_xxxx).
Chapter 9. Troubleshooting

Use the following topics to troubleshoot issues with WinCollect.

Replacing the default certificate in QRadar generates invalid PEM errors

Replacing the default certificate in QRadar causes the ConfigurationServer.PEM file to change, affecting all WinCollect agents in the deployment. To fix this issue, you must replace the ConfigurationServer.PEM file on the Windows host.

About this task

WinCollect agents receive rejection messages because the incorrect certificate is passed when the agents attempt to communicate with the updated QRadar appliance. The following error message appears in the logs:

```
May 17 17:06:31 ::ffff:IP ADDRESS [ecs-ec] [WinCollectConfigHandler_4] com.q1labs.sem.semsources.wincollectconfigserver.WinCollectConfigHandler: [ERROR] [NOT:0000003000] [192.0.2.0/- -] [-/- -]Agent with ip: IP ADDRESS tried to connect with an invalid PEM
```

The IP address of the agent that is attempting to communicate is displayed. The WinCollect agent also sends LEEF Syslog messages to inform the administrator of the communication issue due to the invalid certificate. To fix this issue, you must replace the ConfigurationServer.PEM file on the Windows host.

Note: This action must be completed by a Windows administrator or a user that has privileges to delete files from the remote Windows host.

Procedure

1. Open a remote desktop connection to the WinCollect Agent that is unable to communicate.
2. Click Start > Run.
3. Type services.msc, then click OK.
4. Stop the WinCollect service.
5. On the Windows host, navigate to the WinCollect configuration folder.
   By default, the folder path is: C:\ProgramFiles\IBM\WinCollect\config
6. Delete ConfigurationServer.PEM.
7. From the Services window, start the WinCollect service.

Results

After the WinCollect service restarts, the agent attempts to contact the QRadar appliance that manages the Windows host. The QRadar appliance detects the missing ConfigurationServer.PEM file and issues a replacement against the existing certificate. This practice replaces the old file with a new ConfigurationServer.PEM file that includes the updated certificate.

The Statistics Subsystem

The Statistics Subsystem collects events per second (EPS) data from all log sources and destinations in a single text file.

The system creates the logs\Statistics.txt file and populates it with collected EPS statistics every 5 minutes.
When the Agent starts, it writes the first set of collected statistics to the end of the Statistics.txt file, leaving older statistics intact. The system then writes the content at the same location with new statistics every 5 minutes.

You can change the interval at which new statistics are reported in the logconfig.xml file. The ReportEvery parameter specifies the number of minutes between each report. The default value is 5 minutes.

**Event ID 1003 splits the message in QRadar**

Windows Event ID 1003 can exceed the default maximum payload size in QRadar. It is then split into two separate messages.

**About this task**

The default maximum payload size in QRadar is 4096 bytes. If Event ID 1003 messages are being split, you must increase the maximum payload size to keep the messages intact.

Follow these steps to increase the maximum payload size.

**Procedure**

1. Log in to the Console as an administrator.
2. Click the **Admin** tab.
3. Click **System Settings > Advanced**.
4. On the **System Settings** pane, update the **Max TCP Syslog Payload Length** value to 8,192.
   
   **Tip:** Extremely large payload values can impact performance of the event pipeline. Do not increase the TCP Payload Length Value above 8,192 bytes without contacting IBM support.
5. Click **Save**.
6. On the **Admin** tab, click **Advanced > Deploy Full Configuration**.
   
   **Important:** Completing a full deployment restarts all services on all QRadar appliances. Verify whether reports are running before you run the deployment, as a full deployment stops reports that are in progress. These reports must be manually restarted by a user or the administrator. This procedure also temporarily stops event and flow collection on all appliances while services are restarting. To avoid these issues, make this change during a maintenance window.
7. Click **Continue** to start the full deployment process.

**Results**

After the deployment completes, all QRadar managed hosts are sent the change to accept larger TCP payload length. The payloads across all managed hosts do not truncate the event message, unless they exceed 8,192 bytes.

**WinCollect files are not restored during a configuration restore.**

When you complete a configuration restore and some WinCollect files are not restored, it might be because the installation ISO contains a previous version of WinCollect.

The QRadar ISO contains a built-in version of WinCollect. When you restore by using that ISO, it deploys the WinCollect files that are stored in that ISO, rather than the files from your backup.

To remedy this issue, you must install the WinCollect SFS that matches the version of WinCollect in your backup before you restore the configuration. Perform the following tasks in this order:

1. Perform QRadar backup.
2. Bring new hardware online and deploy the ISO.
3. Install the WinCollect SFS that matches the version of WinCollect in your backup on the Console.
4. Restore the configuration backup.

The appropriate WinCollect files are deployed with the configuration restore.

**Windows 10 (1803) can't read the Security Bookmark file**

Log sources for Windows 10, build 1803 fail to read the Security Bookmark file after the host is restarted.

This is a known issue with Windows 10, build 1803. After you install WinCollect and restart the computer, the log source can fail to read the Security Bookmark file.

To fix this issue on WinCollect 7.2.5, edit any log sources that are experiencing the issue with an XPATH that includes the Security event log and any other channels that you’re monitoring.

To fix this issue on WinCollect 7.2.6 or later, edit the log source to use MSEVEN6.

**Resolving log source error after WinCollect update**

An error message might appear when you attempt to edit a log source after you upgrade WinCollect, IBM QRadar, a Device Service Module (DSM), a protocol, or any Vulnerability Information Services (VIS) components. To remove cached files, restart the QRadar web service and clear the QRadar files from your browser cache.

**Before you begin**

You must have SSH access and root account credentials.

**About this task**

The following message indicates that the web server didn't restart after QRadar was updated:

> An error has occurred. Refresh your browser (press F5) and attempt the action again. If the problem persists, please contact customer support for assistance.

A file might be cached by QRadar web service or your desktop browser. You must restart QRadar web service and remove the cached files on your desktop.

**Procedure**

1. Use SSH to log in QRadar.
2. Stop the QRadar web service by typing the following command:
   
   ```
   service tomcat stop
   ```
3. Keep one web browser window open.
4. To clear your browser cache, go to your web browser’s preference settings.
5. Restart the browser.
6. Restart the QRadar web service by typing the following command:
   
   ```
   service tomcat start
   ```
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