

OPERATIONAL STATUS

The Operational Status page displays the results of tests that you enable in Operational Status Settings. In addition, the Operational Status page provides a way to quickly view and identify failures that have occurred for certain tests.

Operational Status tests regularly monitor the health of your Director, Actors, and Integrations. You can:

- View any failures that occurred within a given period of time and the reasons for those failures
- View a chart of historical data of operational status tests within the last 30 days and filter the chart based on the tests, as well as the targets (Actors and Integrations)
- Drill down for specific details about the Director, Actors, and Integrations

These tests supplement the Operational Readiness page, providing you the flexibility to enable or disable specific tests and receive notifications in various ways. See **Operational Status Settings** (<https://docs.mandiant.com/home/operational-status-settings>) for more information.



Ongoing tests do not appear in the Operational Status page. All tests run within an hour of being enabled, so you may not see your results immediately after enabling a test.



Before any Actor tests begin, a Communications Test is first run to verify the Actor and Director can communicate. If the Communications Test fails, no other Actor tests will run. Communications Test results appear in the Operational Status page.

Operational Status Tables

The Operational Status tables allow you to do the following:

- View any failures that occurred within a given period of time and the reasons for those failures
- View a chart of historical data of operational status tests within the last 30 days and filter the chart based on the tests, as well as the targets (Actors and Integrations)
- Drill down for specific details about the Director, Actors, and Integrations
- Toggle to filter test results between the following statuses:
 - All Currently Updated / Most Recently Updated
 - Enabled / Both Enabled and Disabled

Last Run Results

When you navigate to the Operational Status page from **Environment > Operational Status**, the top-level view of the Operational Status page displays three containers that show the overall health of the Director, Actors, and Integrations, based on the last run test results.



For MA-SV (SaaS), Director Operational Status checks are excluded.

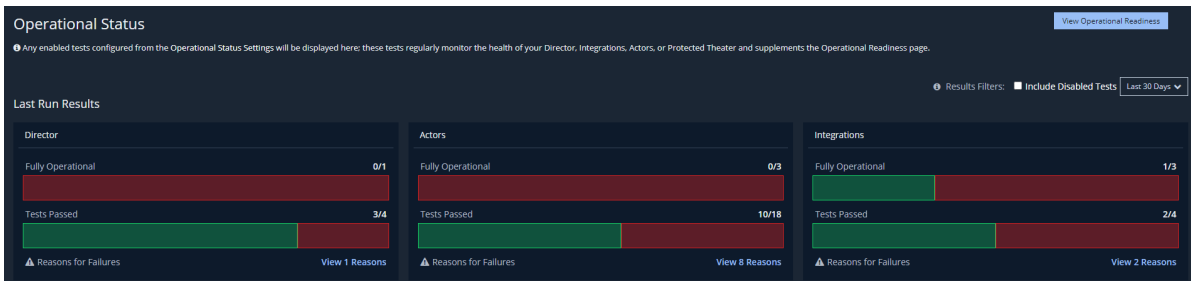
Each of these containers includes the following information:

- **Fully Operational:** Displays the operational status of the Director, Actors, and Integrations and how many of each component is operational (for example, the screenshot below shows 0 of 1 Director, 0 of 7 Actors, and 0 of 6 Integrations were fully operational).



If there is at least one failure for a component, that component is considered not fully operational.

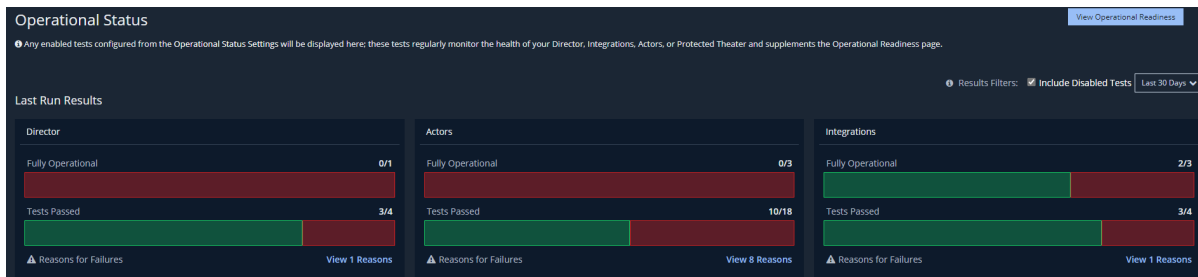
- **Tests Passed:** Displays how many tests passed on the Director, Actors, and Integrations (for example, the screenshot below shows 0 of 3 tests passed on the Director, 4 of 12 on the Actors, and 2 of 8 on the Integrations).
- **View < X > Reasons:** Link that lists the number of reasons why the last run tests failed on the Director, Actors, and Integrations. When you click this link, a popup modal opens and displays a table that contains the reason for failures for the Director, Actors, and Integrations.



Last Run Results Table

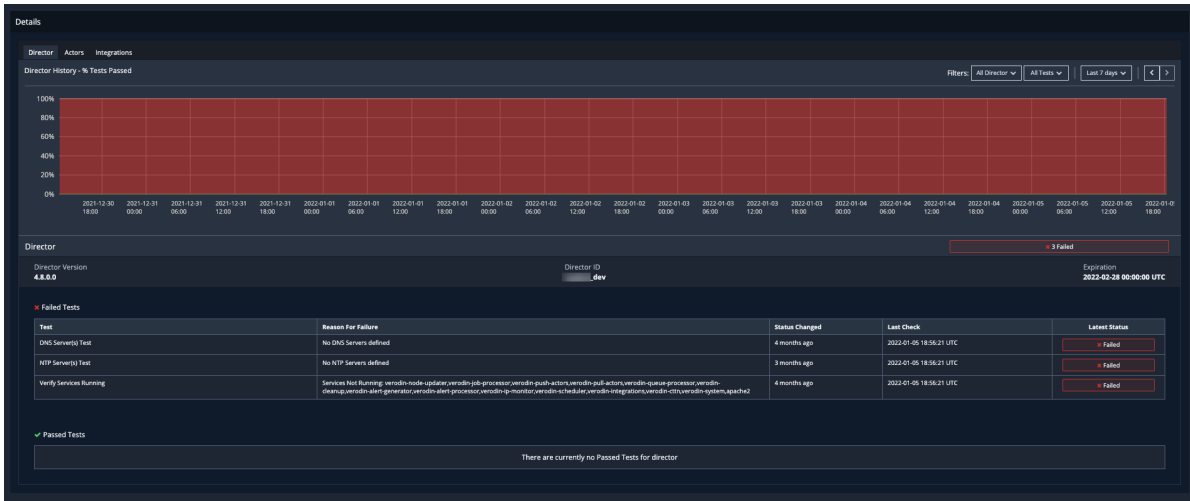


Depending on what tests are enabled or disabled your **Operational Status Settings** (<https://docs.mandiant.com/home/msv-operational-status-settings>), the Last Run Results may show only certain kinds of tests in the containers. Any tests that are disabled can be included in the containers by checking the **Include Disabled Tests**.



Details - Director Tab

The Details section includes tabs for Director, Actors, Integrations, and Content Service. The Director tab displays the following:



Details Table - Director Tab

The table below describes each of the fields in the Director Details tab:


Table Field	Description
Director History - % Tests Passed	<p>Visualization chart that displays 30 days of historical data that presents the percentage of tests that passed and failed on the Director, Actors, and Integrations. Hover over a specific date on the graph to see a tooltip that shows how many total tests passed or failed on that day and the names of the tests. The number within the parentheses indicates the number of Actors or Integrations that passed/failed the test.</p> <div style="background-color: #fff9c4; padding: 10px; border: 1px solid #ccc;"> <p> You can hover over the charts to see the total number of passed or failed tests for a specific date/time frame and the names of these tests.</p> </div>
Director Version	Version of the Director
Director ID	Specific ID of the Director
Expiration	Date by which the Director license expires
Failed Tests	<p>Table that displays the specific tests that failed, which includes the following information:</p> <ul style="list-style-type: none"> Test: Name of the test Reason For Failure: Reason the test failed Status Changed: Time frame for when the status of the test changed; this row heading indicates that a test result status has changed since the last time the user checked the status Last Check: Time the test was last run Latest Status: Current status of the test

Table Field	Description
Passed Tests	<p>Table that displays the specific tests that passed, which includes the following information:</p> <ul style="list-style-type: none"> • Test: Name of the test • Status Changed: Time frame for when the status of the test changed; this row heading indicates that a test result status has changed since the last time the user checked the status • Last Check: Time the test was last run • Latest Status: Current status of the test

Filters

- **All Director:** Drop-down that allows you to select the Director.



NOTE: The **Deselect All** function is currently disabled.

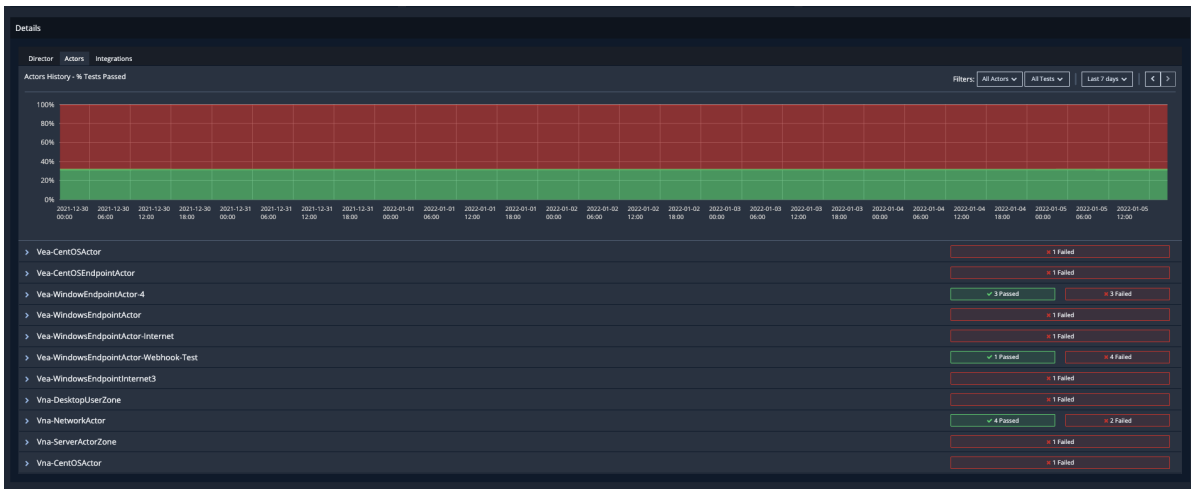
- **All Tests:** Allows you to select specific tests. You can also deselect all tests.



NOTE: These filters apply only to the visualization charts.

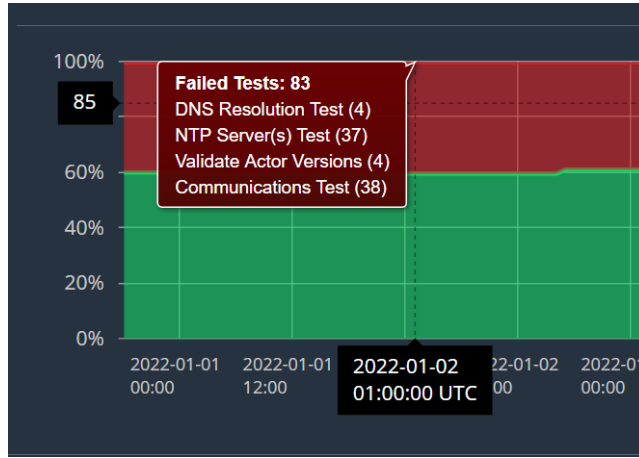
Details - Actors Tab

The Actors tab displays the following:



Details Table - Actors Tab

Actor Details



Failed Tests for a Specific Point in Time on an Actors Chart

Example of Status Changed Indicator

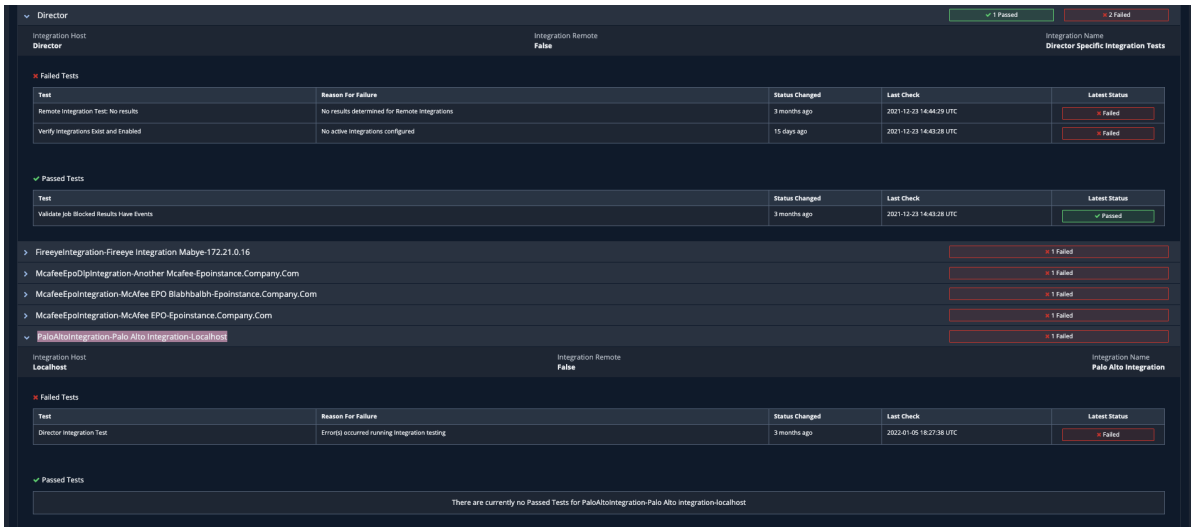
The table below describes each of the fields in the Actors Details tab:

Table Field	Description
Actors History - % Tests Passed	Visualization chart that displays 30 days of historical data that presents the percentage of tests that passed and failed on the Actors. Hover over a specific date on the graph to see a tooltip that shows how many total tests passed or failed on that day and the names of the tests. The number within the parentheses indicates the number of Actors that passed/failed the test.
Specific Actors	<p>Expandable list of specific Actors and the number of tests that passed or failed.</p> <p>Click the > icon to see detailed information about an Actor, which includes the following information:</p> <ul style="list-style-type: none"> • Management IP: IP address of the device for the Actor • Disabled: Shows whether the device is disabled (values are True or False) • Uptime: Total time the device was up • Test IP: IP address of the device the test was run on • Security Zone: Security Zone for the Actor • OS: Operating system for the Actor • Last Comms: Last time the Actor was communicated with
Failed Tests	<p>Table that displays the specific tests that failed, which includes the following information:</p> <ul style="list-style-type: none"> • Test: Name of the test • Reason For Failure: Reason the test failed • Status Changed: Time frame for when the status of the test changed; this row heading indicates that a test result status has changed since the last time the user checked the status • Last Check: Time the test was last run • Latest Status: Current status of the test
Passed Tests	<p>Table that displays the specific tests that passed, which includes the following information:</p> <ul style="list-style-type: none"> • Test: Name of the test • Status Changed: Time frame for when the status of the test changed; this row heading indicates that a test result status has changed since the last time the user checked the status • Last Check: Time the test was last run • Latest Status: Current status of the test

Filters

- **All Actors:** Drop-down that allows you to select the Actors. You can also deselect all Actors.
- **All Tests:** Allows you to select specific tests. You can also deselect all tests. For more detailed information about these tests, see [Operational Status: Actor Tests \(https://docs.mandiant.com/home/msv-operational-status-actor-tests\)](https://docs.mandiant.com/home/msv-operational-status-actor-tests).

Details - Integrations Tab



Director 1 Passed 2 Failed

Integration Host: Director, Integration Remote: False, Integration Name: Director Specific Integration Tests

Failed Tests

Test	Reason For Failure	Status Changed	Last Check	Latest Status
Remote Integration Test: No results	No results determined for Remote Integrations	3 months ago	2021-12-23 14:44:29 UTC	Failed
Verify integrations Exist and Enabled	No active Integrations configured	15 days ago	2021-12-23 14:43:28 UTC	Failed

Passed Tests

Test	Reason For Failure	Status Changed	Last Check	Latest Status
Validate Job Blocked Results Have Events		3 months ago	2021-12-23 14:43:28 UTC	Passed

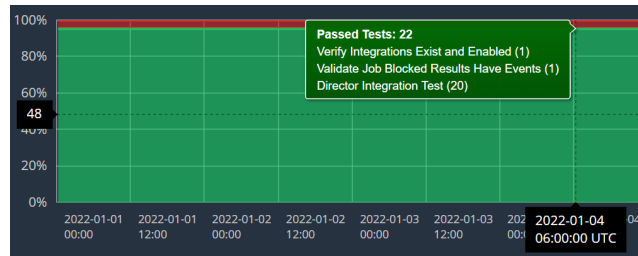
Integration Host: Localhost, Integration Remote: False, Integration Name: Palo Alto Integration

Failed Tests

Test	Reason For Failure	Status Changed	Last Check	Latest Status
Director Integration Test	Error(s) occurred running integration testing	3 months ago	2022-01-05 18:27:38 UTC	Failed

There are currently no Passed Tests for PaloAltoIntegration-Palo Alto integration-localhost.

Integrations Details



Passed Tests for a Specific Point in Time on Integrations Chart

The table below describes each of the fields in the Integrations Details tab:

Table Field	Description
Integrations History - % Tests Passed	Visualization chart that displays 30 days of historical data that presents the percentage of tests that passed and failed on the Integrations. Hover over a specific date on the graph to see a tooltip that shows how many total tests passed or failed on that day and the names of the tests. The number within the parentheses indicates the number of Integrations that passed/failed the test.
Integration Host	Device that hosts the integration
Integration Remote	Shows whether the integration is remote (values are True or False)
Integration Name	Name of the integration

Table Field	Description
Failed Tests	<p>Table that displays the specific tests that failed, which includes the following information:</p> <ul style="list-style-type: none"> • Test: Name of the test • Reason For Failure: Reason the test failed • Status Changed: Time frame for when the status of the test changed; this row heading indicates that a test result status has changed since the last time the user checked the status • Last Check: Time the test was last run • Latest Status: Current status of the test
Passed Tests	<p>Table that displays the specific tests that passed, which includes the following information:</p> <ul style="list-style-type: none"> • Test: Name of the test • Status Changed: Time frame for when the status of the test changed; this row heading indicates that a test result status has changed since the last time the user checked the status • Last Check: Time the test was last run • Latest Status: Current status of the test

Filters

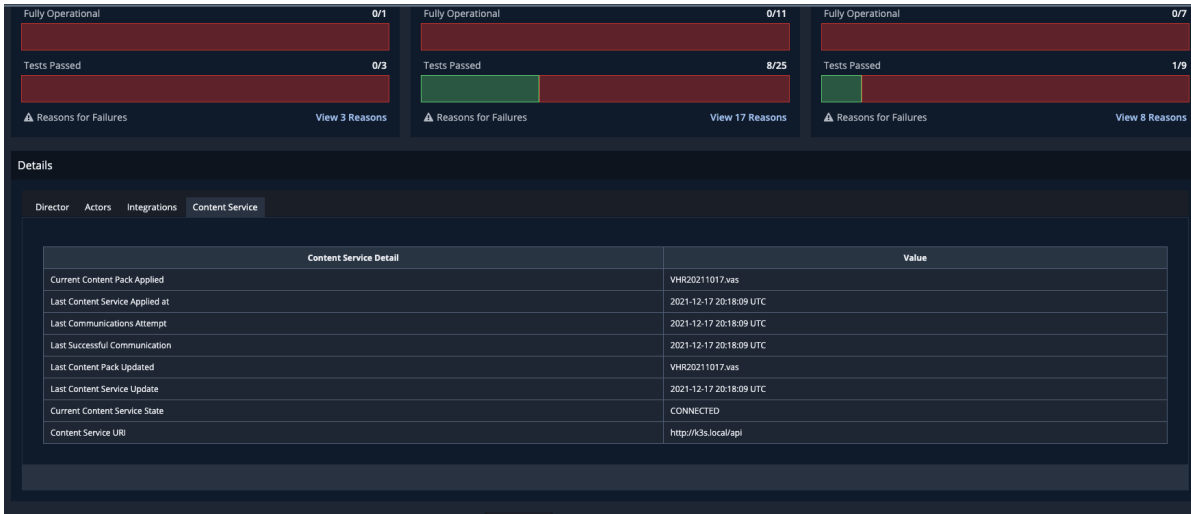
- **All Integrations:** Drop-down that allows you to select the Integrations. You can also deselect all Integrations.
- **All Tests:** Allows you to select specific tests. You can also deselect all tests.



The chart is paginated, and you can navigate through the chart with the < and > buttons in the top right of the chart container.

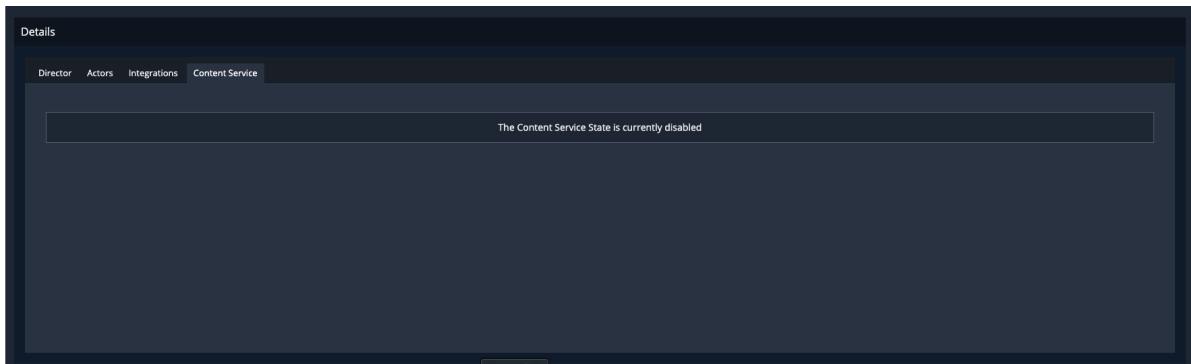
Details - Content Service Tab

If the Content Service is enabled, you can see if the Director is connected to the Mandiant Advantage Content Portal. When you are connected, once Mandiant has approved its publication, content is automatically added to your libraries and is ready to use. See [The Mandiant Content Service \(https://docs.mandiant.com/home/msv-mandiant-content-service\)](https://docs.mandiant.com/home/msv-mandiant-content-service) page for more information.



Content Service Tab

If automated content services are disabled, a message displays in the Content Service tab.



Content Service Disabled

Disconnected Director State

When your Director hasn't connected to the Content Service or is in a state where the Director is about to stop working because it has been disconnected for too long, a message displays. This message shows the number of days your system has been unable to connect to the Mandiant Advantage services, warning that the Director will be unable to execute any actions until the connection is restored.

You can click a link that takes you to the Operational Status page for more information.