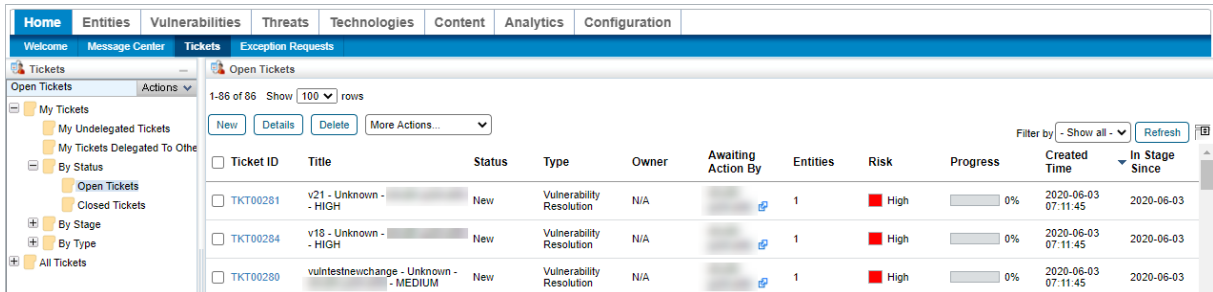


Create a Vulnerability Exception on a Ticket

If required, users can request an exception to be placed on specific vulnerability instances attached to a ticket.

To create a vulnerability exception from a ticket:

1. Go to Home > Tickets.

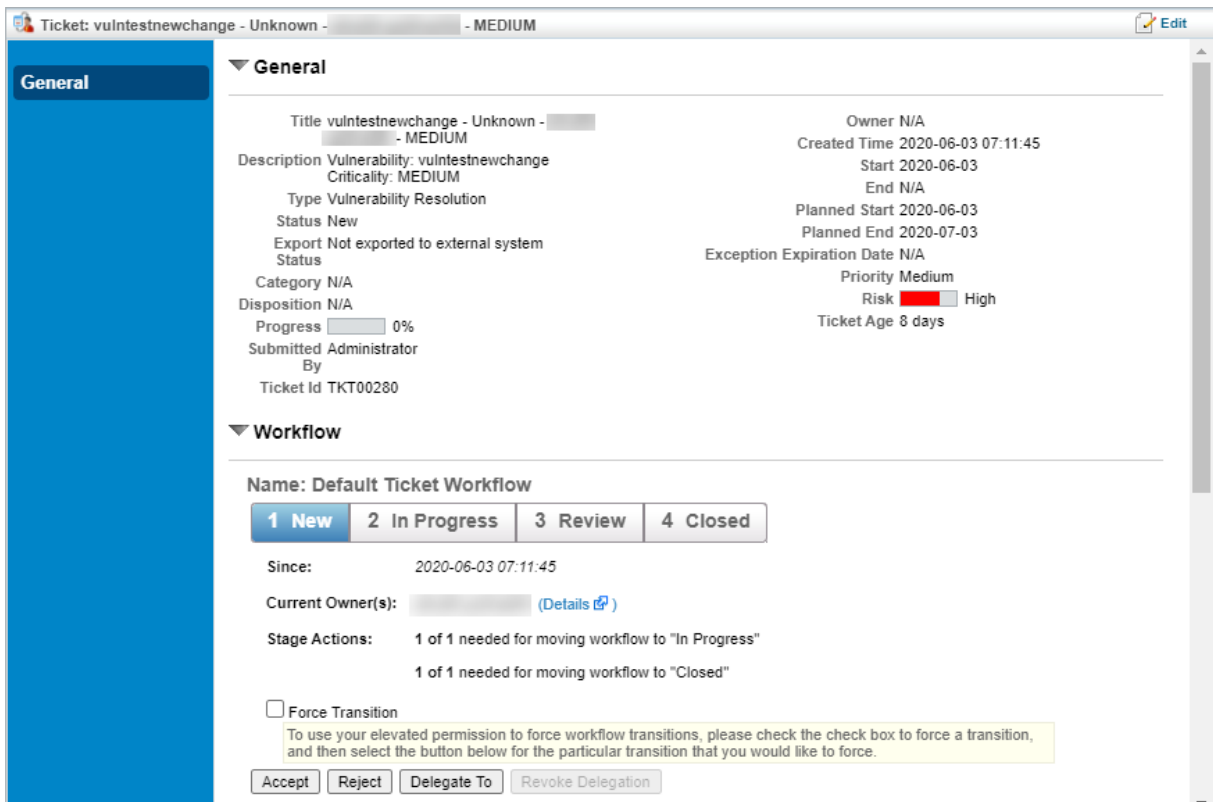


The screenshot shows the 'Tickets' page in a web application. The top navigation bar includes 'Home', 'Entities', 'Vulnerabilities', 'Threats', 'Technologies', 'Content', 'Analytics', and 'Configuration'. Below this, there are tabs for 'Welcome', 'Message Center', 'Tickets', and 'Exception Requests'. The main content area displays a list of tickets under the heading 'Open Tickets'. The list has 1-86 of 86 rows shown, with 100 rows per page. The table columns are: Ticket ID, Title, Status, Type, Owner, Awaiting Action By, Entities, Risk, Progress, Created Time, and In Stage Since. Three tickets are visible:

Ticket ID	Title	Status	Type	Owner	Awaiting Action By	Entities	Risk	Progress	Created Time	In Stage Since
TKT00281	v21 - Unknown - HIGH	New	Vulnerability Resolution	N/A		1	High	0%	2020-06-03 07:11:45	2020-06-03
TKT00284	v18 - Unknown - HIGH	New	Vulnerability Resolution	N/A		1	High	0%	2020-06-03 07:11:45	2020-06-03
TKT00280	vulntestnewchange - Unknown - MEDIUM	New	Vulnerability Resolution	N/A		1	High	0%	2020-06-03 07:11:45	2020-06-03

The Tickets page.

2. Select the desired ticket and click **Details**.



The screenshot shows the 'Ticket: vulntestnewchange - Unknown - MEDIUM' details page. The page is divided into two main sections: 'General' and 'Workflow'.

General

Title: vulntestnewchange - Unknown - MEDIUM
Description: Vulnerability: vulntestnewchange
Criticality: MEDIUM
Type: Vulnerability Resolution
Status: New
Export: Not exported to external system
Category: N/A
Disposition: N/A
Progress: 0%
Submitted Administrator: [Name]
Ticket Id: TKT00280

Owner: N/A
Created Time: 2020-06-03 07:11:45
Start: 2020-06-03
End: N/A
Planned Start: 2020-06-03
Planned End: 2020-07-03
Exception Expiration Date: N/A
Priority: Medium
Risk: High
Ticket Age: 8 days

Workflow

Name: Default Ticket Workflow

1 New | 2 In Progress | 3 Review | 4 Closed

Since: 2020-06-03 07:11:45
Current Owner(s): [Name] (Details)

Stage Actions: 1 of 1 needed for moving workflow to "In Progress"
1 of 1 needed for moving workflow to "Closed"

Force Transition
To use your elevated permission to force workflow transitions, please check the check box to force a transition, and then select the button below for the particular transition that you would like to force.

Accept | Reject | Delegate To | Revoke Delegation

The Tickets Details page.

3. Open the **Linked To** section and click the **Vulnerability Instances** tab.

▼ **Linked To**

Entities Vulnerabilities **Vulnerability Instances** Exceptions All Others

1-1 of 1

Resolve Create Exception More Actions... Filter by - Show all - Refresh

<input type="checkbox"/>	Name	Vulnerability Title	Severity	Vulnerability Risk Score	Resolution	Approved Exception Status
<input type="checkbox"/>	5432_M	vulntestnewchange	N/A	N/A	Unresolved	N/A

The Vulnerability Instances tab.

- Select the vulnerability instance you wish to add an exception to and click **Create Exception**.

Exception Request [Close]

1. Basic Details | **2. Vuln Instances** | **3. Attach File**

Step 1: Enter Exception Request Information * = required

Title*

Reason for Exception

Start Date 2020-06-12

End Date

Next Review Date

Cancel < Back Next > Finish

The Basic Details section of the Exception Request wizard.

- Enter the **basic details** of the exception, then click **Next**.

i Because this exception is being applied to specific vulnerability instances, there are no **Vulnerability Scope** or **Entities Scope** fields in this version of the Exception Request wizard.

- Review the vulnerability instances the exception will be applied to and click **Next**.

Exception Request
✕

1. Basic Details

2. **Vuln Instances**

3. Attach File

Step 2: Review Vulnerability Instances

1-1 of 1

* = required

Filter by

- Show all -

Refresh

Entity Name	▼ Vulnerability Identifier	Severity	Risk Score	Resolution
5432_M	VULN-116	N/A	<input type="checkbox"/> N/A	Unresolved

Cancel

< Back

Next >

Finish

The Vuln Instances section of the Exception Request wizard.

7. **Optional:** Add a document from your desktop, link to a document in the repository, or add a URL. For more information, see [Exception Request Attachments](#).

Exception Request ✕

1. Basic Details

2. Vuln Instances

3. Attach File

Step 3: Optionally Attach File

* = required

Add a Document or Link

Add a document

Document Location*
 No file chosen

Document Caption

Description

Expires On

Add a link to a document in repository

Add a web link

Add a Network Path

Added Documents and Links

▼

Name	Caption	Tags	Description	Uploaded By	Uploaded On	Size	Expires On	Version
i No Documents found.								

The Attach File section of the Exception Request wizard.

8. Click Finish.