

Security Incidents



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This topic only applies to **Armor Complete** users.



To fully use this screen, you must have the following permission assigned to your account:

- Read Dashboard Statistics

Overview

The **Security Incidents** screen displays open or pending support tickets that are considered highly important, security-focused incidents.

Internally, Armor Support reviews, and then labels certain support tickets as security incidents. Based on the recommendation of Armor Support, these security incidents are labeled with a severity rating, and then displayed in the **Security Incidents** screen.

Armor Support, you, or someone on your account can open a support ticket that can eventually evolve into an incident.

Access the Security Incidents screen

1. In the Armor Management Portal (AMP), click **Security**.
2. Click **Security Incidents**.

Column	Description
Ticket Number	The number of the ticket.
Ticket Summary	A brief summary of the ticket. You will only see an incident if you are listed as a recipient on the support ticket or if you opened the support ticket.
Ticket Severity	There are four status types: <ul style="list-style-type: none">• Low• Medium• High• Critical<ul style="list-style-type: none">• Security Incidents with a Critical status are also known as a Critical Incident.• Critical Incidents also appear in the Security Dashboard.
Ticket Status	There are two status types: <ul style="list-style-type: none">• Open• Requires Attention
Created Date	The date the ticket was opened.



To learn more, see [Health Overview Dashboard \(Armor Complete\)](#).

Close a Security Incident

After you have performed the troubleshooting tips suggested by Armor Support, to close the ticket, simply enter a comment expressing your desire to close the ticket. Afterwards, Armor Support will verify and confirm that the Security Incident has been properly addressed, and then they will close the ticket.

Only Armor Support can close a Security Incident.

Troubleshoot the Security Incidents screen

If you do not see any data in the **Security Incidents** screen, consider that:

- Your account does not have any security incidents to display.
 - Armor is responsible for adding security-related tickets into this screen.
 - You do not have permissions to view security incidents.
 - You must have the **Read Ticket and Read Dashboard Statistics** permission enabled to view security incidents in this screen. Contact your account administrator to enable this permission. To learn how to update your permissions, see [Roles and Permissions](#).
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Review API calls

- [Get Security Incidents](#)
 - [Get Security Incidents Severity Count](#)
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Related documentation

- [Detection Dashboard \(Armor Anywhere\)](#)
- [Detection Dashboard \(Armor Complete\)](#)
- [Health Overview Dashboard \(Armor Anywhere\)](#)
- [Health Overview Dashboard \(Armor Complete\)](#)
- [Protection Dashboard \(Armor Anywhere\)](#)
- [Protection Dashboard \(Armor Complete\)](#)
- [Response Dashboard \(Armor Anywhere\)](#)
- [Response Dashboard \(Armor Complete\)](#)
- [Security Incidents](#)
- [Support Tickets](#)