

Clarify Tiles Cache in XDR

Contents

[Introduction](#)

[Is the Information in XDR Live Data?](#)

[Example of Cache Expiration](#)

Introduction

This document describes how Cache in SecureX Tiles works.

Is the Information in XDR Live Data?

The answer to that question is No. This is because in XDR each integration and each Tile is subjected to a certain Cache.

The expiration time varies, based on the integration and the Tile itself.

For example, you can use Umbrella and XDR Integration.

First, validate that the integration is valid and works, to do this, navigate to Administration > Integrations > Expand My Integrations Section.

Ensure the Integration is green and says Connected.

Navigate to Control Center, search for one of the tiles of your Integration.

Then, trigger an event that matches the corresponding tile in XDR, is possible that no data populates the XDR Tile.

To better understand why there is no data, navigate to the **Tile of Interest**, and click the ellipsis (...) > **API Information**.

You can visualize valuable information, such as:

Observed Start Time & Observed End Time, this information corresponds to the time configured in your Tile, it ranges from 24 hours, 7 days, 30 days, etc.

Valid Start Time, this information indicates when the Tile cache started.

Current Time, that indicates the time in your browser, if this time is lower than the following piece of information which is **Valid End Time**, then, you have to wait until Current Time is bigger than Valid End Time, otherwise, the information in the Tile will still be cached.

If you collect HAR logs and open them, you can see the Valid time for when the event occurred and correlate the time of the event in Umbrella Dashboard.

You can see in the HAR logs that the Cache expires and a new start_time begins.

Note: In the API information of XDR, you can see the URL used, so you can check your HAR logs and compare.

Example of Cache Expiration

- Secure Client - Computer Summary: Almost Instant
- FMC - Event Summary: 1 minute
- SMA - Incoming Mail Summary: 5 minutes
- Umbrella - Security Blocks by Category (General): 5 minutes