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This article provides complete information which will help you understating and auditing the log reports available in the Netop Portal. The generated log report will contain the following details (columns):

Report column	Description
Source	The module generating the log event. Currently, the possible values are portal and HOS
Session	If Source is "portal", a unique identifier of the user session, useful to group log even user session, or empty if the action is not in the context of a user session. If Source is "HOST", unique identifier of the remote session, if the action is in the context of a Guest-Host connection, otherwise.
User Id	If Source is "portal", the internal ID of the logged in Portal user. If the action is performed in Portal rather than the actual user, the logged value is SYSTEM. If Source is "HOST", the Portal user, if Portal authentication was used for a remote session operation, or an empty value if another authentication method was used.
User Name	If Source is "portal", the username of the logged in Portal user. If the action is performed in Portal rather than the actual user, there will be no logged value in this column. If Source is "HOST", the username of the currently logged in Windows user (if the action is not in the context of a Guest-Host connection) the username that the Guest used for authenticating to the Host (depending on the Host's access settings). If the Host is set up to request a simple password (no username), this field will be empty.
Account Id	The internal ID of the account that the logged in Portal user belongs to.
Entity Type	The type of the entity involved in the current log event. For the complete list of entity types, see the next section of this article.
Action	The action executed by the entity. For the complete list of actions each entity can perform, see the next section of this article.
Entity Id	The internal ID of the entity involved in the current log event.
Entity Name	The name of the entity involved in the current log event.
Result Code	Indicates whether the action performed by the entity was successful or not. Normally, 0 means the action has been successful, anything greater than 0 means that an error has occurred.

Data	Contains different data based on the action performed by the entity, as follows: If the current action is CREATE, UPDATE or DELETE, it will contain raw data with the entity updates. If the current action is LOGIN, it will contain raw data of the authenticated user, the public IP of the user performing the action and the User Agent. If the current action is PORTAL_CONNECTION_STARTED or PORTAL_CONNECTION_STOPPED, it will contain general information about the Host; if the current action is NRC_SESSION_STARTED or NRC_SESSION_STOPPED, it will also contain general information about the Guest that initiated the connection. If the current action is FILE_SENT, FILE_RECEIVED, RUN_PROGRAM, EXECUTE_COMMAND, HELP_REQUEST_SENT, GATEWAY LOGIN, GUEST_ACCESS_METHOD_CHANGED, LOGIN_FAILED, WEB_UPDATE_DOWNLOAD, WEB_UPDATE_FAILED or WEB_UPDATE_CHECK, it will contain action specific information. For more details please refer to the table below. In all the other cases, it will contain raw data for the corresponding action.
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Below is the complete list of actions that can be performed on the Portal entity types and the description of the events logged in the audit trails.

Note: The Host events will be logged in the Portal only when a Netop Portal profile exists on the Host, is active (connected to the Portal), and Portal Logging is enabled for the account the Host belongs to.

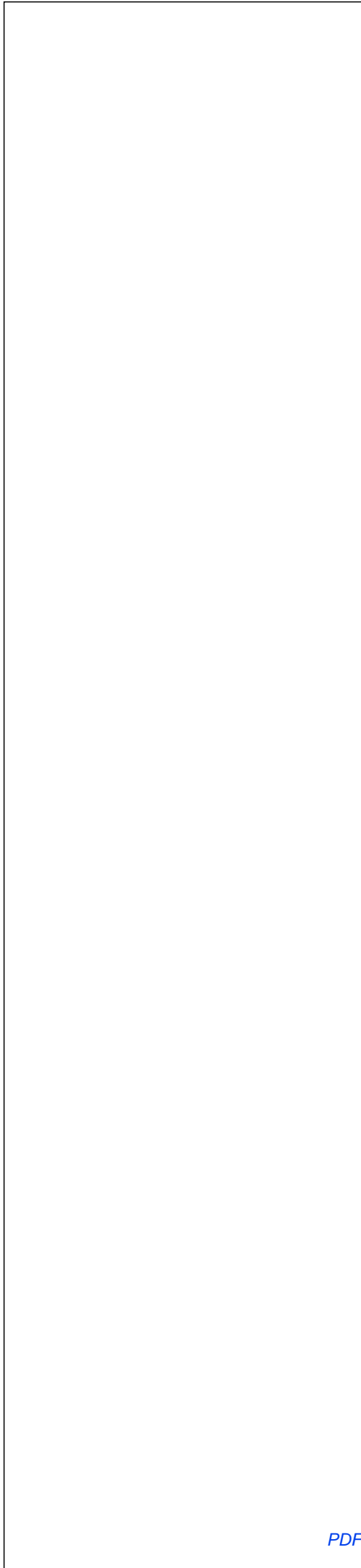
In case the Portal profile goes temporarily offline (after having been connected before), events will be retained by the Host until the Portal profile goes back online, or until the Host is closed. When the Portal profile goes back online, if logging is still enabled in the Portal for the Host's account, all retained events will be logged. If logging has meanwhile been disabled for the account, or the Host is closed before the Portal profile re-establishes the connection, all retained events will be discarded.

In case no Portal profile is defined or active, no events will be logged.

Entity Type	Action	Event Description
ACCOUNT	CREATE	An event is logged when the first event is logged
	UPDATE	An event is logged in owner updates the account, admin updates the account, updates the account.
ACCOUNT_AUTH_METHOD	CREATE	An event is logged when
	UPDATE	An event is logged when been updated.
	DELETE	An event is logged when been deleted.
	BROWSE_GROUPS	An event is logged when the Portal.
DEVICE	CREATE	An event is logged when the enrollment process or above or when registered
	UPDATE	An event is logged in details are updated in status (going online/offline), the device is enrolled
	ATTACH_TO_GROUP	An event is logged when
	DETACH_FROM_GROUP	An event is logged when
	DELETE	An event is logged when
	REVOKE	An event is logged when Portal and subsequent
	CONNECT	An event is logged when the Browser-based Setup
	AUTHORIZE	An event is logged when permissions for a specific
	REGISTER	An event is logged when (online/offline), having
	ENROLL	An event is logged when
	RE_ENROLL	An event is logged when conflict (e.g., the Hosted on device identity conflict)
	GET_ACCESS	An event is logged when accessing the Portal.
DEVICE_CONFLICTS	CREATE	An event is logged after with another online Hosted and workarounds, see
	UPDATE	An event is logged as conflicting Netop Hosted and workarounds, see

DEPLOYMENT_PACKAGE	CREATE	An event is logged when a package is created in the Portal.
	UPDATE	An event is logged when a package is updated in the Portal. Host is deleted from the Portal.
	DELETE	An event is logged when a package is deleted from the Portal.
	REVOKE	An event is logged when a package is revoked from the Portal.
	GET_DOWNLOAD_URL	An event is logged when a user downloads an online installer from the Portal.
	GET_PUBLIC_DOWNLOAD_URL	An event is logged when a user downloads an installer following an email invitation from the Portal.
	UPLOAD_MSI	An event is logged when a user uploads a specific deployment package to the Portal.
	UPLOAD_MST	An event is logged when a user uploads a specific deployment package to the Portal.
	DOWNLOAD_EXE	An event is logged when a user downloads an installer from the Portal.
	PUBLIC_DOWNLOAD_EXE	An event is logged when a user downloads an installer following an email invitation from the Portal.
	DOWNLOAD_MSI	An event is logged when a user downloads the needed MSI file from the Portal.
DOWNLOAD_MST	An event is logged when a user downloads the needed MST file from the Portal.	
USER_GROUP	CREATE	An event is logged when a user group is created in the Portal.
	UPDATE	An event is logged when a user group is updated in the Portal.
	DELETE	An event is logged when a user group is deleted from the Portal.
DEVICE_GROUP	CREATE	An event is logged when a device group is created in the Portal.
	UPDATE	An event is logged when a device group is updated in the Portal.
	DELETE	An event is logged when a device group is deleted from the Portal.
GUEST	GET_DOWNLOAD_URL	An event is logged when a user downloads an online installer from the Portal.
LDAP_GROUP	CREATE	An event is logged when an LDAP group is created in the Portal.
	UPDATE	An event is logged when an LDAP group is updated in the Portal.
	DELETE	An event is logged when an LDAP group is deleted from the Portal.
LOG_REPORT	CREATE	An event is logged when a log report is created. Usually, this log event happens when the log report is successfully generated.
	UPDATE	An event is logged when a log report is updated. This happens when the log report is successfully generated.
	DELETE	An event is logged when a log report is deleted from the Portal.

APPLICATION	CREATE	An event is logged wh
	UPDATE	An event is logged wh Portal.
	DELETE	An event is logged wh
ROLE_ASSIGNMENT	CREATE	An event is logged wh Portal.
	UPDATE	An event is logged wh Portal.
	DELETE	An event is logged wh Portal.
USER	CREATE	An event is logged wh
	UPDATE	An event is logged wh
	DELETE	An event is logged wh
	UPSERT	An event is logged wh user is created/update
	START_RESET_PASSWORD	An event is logged wh mechanism in the Por
	RESET_PASSWORD	An event is logged wh instructions received
	CANCEL_RESET_PASSWORD	An event is logged wh request.
	ATTACH_TO_GROUP	An event is logged wh by clicking the Attach
	DETACH_FROM_GROUP	An event is logged wh
	GENERATE_MFA_OTC	An event is logged wh Authentication codes
	VERIFY_EMAIL	An event is logged wh creation of a trial acco
	LOGIN	An event is logged wh
	MFA_EMAIL_LOGIN	An event is logged wh Multi Factor token rec
	MFA_OTC_LOGIN	An event is logged wh one-time Multi-Factor the Portal.
LOGOUT	An event is logged wh	



REMOTECTRL_SESSION_STARTED	An event is logged wh
REMOTECTRL_SESSION_STOPPED	An event is logged wh
FILETRANSFER_SESSION_STARTED	An event is logged wh
FILETRANSFER_SESSION_STOPPED	An event is logged wh
CHAT_SESSION_STARTED	An event is logged wh
CHAT_SESSION_STOPPED	An event is logged wh
AUDIO_TRANSFER_STARTED	An event is logged wh
AUDIO_TRANSFER_STOPPED	An event is logged wh
KBDMOUSE_TRANSFER_STARTED	An event is logged wh technician takes over remote-controlled dev
KBDMOUSE_TRANSFER_STOPPED	An event is logged wh technician's control ov remote-controlled dev
REMOTEMGMT_SESSION_STARTED	An event is logged wh
REMOTEMGMT_SESSION_STOPPED	An event is logged wh
FILE_SENT	An event is logged wh sent from the Host to in the event log: file_
FILE_RECEIVED	An event is logged wh received by the Host. log: file_name (the p
RUN_PROGRAM	An event is logged wh following parameter is name of the program
EXECUTE_COMMAND	An event is logged wh remote-accessed dev event log: file_name
INVENTORY_SENT	An event is logged wh
MESSAGE_RECEIVED	An event is logged wh
CLIPBOARD_SENT	An event is logged wh Host computer clipbo clipboard.
CLIPBOARD_RECEIVED	An event is logged wh Guest computer clipb clipboard.
KEYBOARD_LOCKED	An event is logged wh keyboard of the Host not available on this e
KEYBOARD_UNLOCKED	An event is logged wh keyboard of the Host is not available on this
SCREEN_BLANKED	An event is logged wh Host screen is blanke
SCREEN_UNBLANKED	An event is logged wh Host screen is unblan

HELP_REQUEST_SENT	An event is logged when a help request is sent. The parameters are logged in the event log. The name of the service that the help request is for, the name of the services, before sending the request. The description of the event.
HELP_REQUEST_CANCELLED	An event is logged when a help request is cancelled.
GATEWAY_LOGIN	An event is logged when a user logs in through a gateway that requires authentication. The parameters are logged in the event log. The access method defined in the configuration file. The username used by the user. gateway_login_domain . The domain name of the gateway. Gateway authentication failed. The reasons for the failure are of the following: 0: password wrong, maximum attempts reached.
GUEST_ACCESS_METHOD_CHANGED	An event is logged when the access method for a guest host is changed. The parameters are logged in the event log: old_guest_access_method, new_guest_access_method.
LOGIN_FAILED	An event is logged when a user fails to log in. The parameters are logged in the event log. The following Guest parameters are logged: logged_on_windows . Whether the user is currently logged in on a Windows machine. username . The username that the user entered. host . The host name, depending on the Host type. password . The password, depending on the Host type. nrc_id . The NRC ID of the user. public_ip . The public IP address of the Guest machine. private_ip . The private IP address of the Guest machine. It can be empty if the user is not logged in. reasons . The reasons for an empty password. connection_authentication . Whether the connection/authentication failed. private_ip . The private IP address of the Guest machine. nrc_buildnumber . The NRC build number.
CONFIRM_ACCESS_GRANTED	An event is logged when a user confirms access to a resource.
CONFIRM_ACCESS_DENIED	An event is logged when a user confirms access to a resource but is denied access.
ILLEGAL_PASSWORD_LIMIT_REACHED	An event is logged when a user enters an illegal password. Guest exceeds the maximum number of illegal password attempts.
TIMEOUT_LIMIT_EXCEEDED_AUTHENTICATION	An event is logged when a user's authentication attempt on a host exceeds the timeout limit.
TIMEOUT_LIMIT_EXCEEDED_CONFIRM_ACCESS	An event is logged when a user's confirmation attempt to access a resource exceeds the timeout limit.
TIMEOUT_LIMIT_EXCEEDED_INACTIVITY	An event is logged when a user's inactivity on a host exceeds the timeout limit.

WEB_UPDATE_DOWNLOAD	An event is logged when a file is downloaded. The following parameters are logged: file_name , file_size , file_type , file_path , file_md5 , file_sha1 , file_sha256 , file_md5_hex , file_sha1_hex , file_sha256_hex , file_md5_base64 , file_sha1_base64 , file_sha256_base64 , file_md5_hex_base64 , file_sha1_hex_base64 , file_sha256_hex_base64 , file_md5_base64_hex , file_sha1_base64_hex , file_sha256_base64_hex , file_md5_hex_base64_hex , file_sha1_hex_base64_hex , file_sha256_hex_base64_hex . The error_message parameter is empty.
WEB_UPDATE_INSTALL	An event is logged when a file is installed. The following parameters are logged: file_name , file_size , file_type , file_path , file_md5 , file_sha1 , file_sha256 , file_md5_hex , file_sha1_hex , file_sha256_hex , file_md5_base64 , file_sha1_base64 , file_sha256_base64 , file_md5_hex_base64 , file_sha1_hex_base64 , file_sha256_hex_base64 , file_md5_base64_hex , file_sha1_base64_hex , file_sha256_base64_hex , file_md5_hex_base64_hex , file_sha1_hex_base64_hex , file_sha256_hex_base64_hex . The error_message parameter is empty.
WEB_UPDATE_FAILED	An event is logged when a file is not downloaded. The following parameters are logged: file_name , file_size , file_type , file_path , file_md5 , file_sha1 , file_sha256 , file_md5_hex , file_sha1_hex , file_sha256_hex , file_md5_base64 , file_sha1_base64 , file_sha256_base64 , file_md5_hex_base64 , file_sha1_hex_base64 , file_sha256_hex_base64 , file_md5_base64_hex , file_sha1_base64_hex , file_sha256_base64_hex , file_md5_hex_base64_hex , file_sha1_hex_base64_hex , file_sha256_hex_base64_hex . The error_message parameter is empty.
WEB_UPDATE_CHECK	An event is logged when a file is checked. The following parameters are logged: file_name , file_size , file_type , file_path , file_md5 , file_sha1 , file_sha256 , file_md5_hex , file_sha1_hex , file_sha256_hex , file_md5_base64 , file_sha1_base64 , file_sha256_base64 , file_md5_hex_base64 , file_sha1_hex_base64 , file_sha256_hex_base64 , file_md5_base64_hex , file_sha1_base64_hex , file_sha256_base64_hex , file_md5_hex_base64_hex , file_sha1_hex_base64_hex , file_sha256_hex_base64_hex . The error_message parameter is empty.

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