

Article Number: 464 |
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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. |

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| 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.

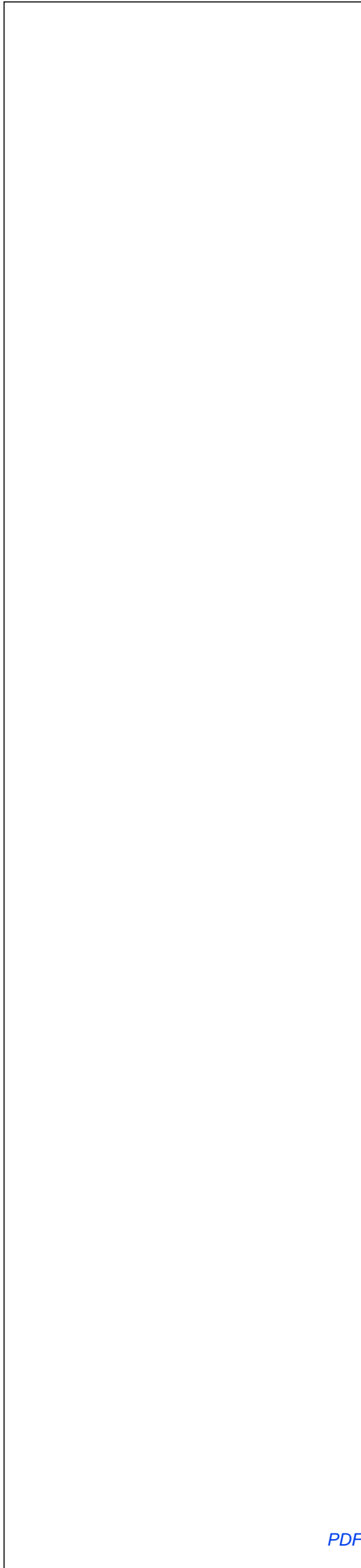
In case the Portal profile goes temporarily offline (after having been connected before), events will be retained by the Host until the Portal profile goes back online, or until the Host is closed. When the Portal profile goes back online, if logging is still enabled in the Portal for the Host's account, 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 when owner updates the account, admin updates the account, or user updates the account. |
| ACCOUNT_AUTH_METHOD | CREATE | An event is logged when the first event is logged |
| | UPDATE | An event is logged when the account has been updated. |
| | DELETE | An event is logged when the account has been deleted. |
| | BROWSE_GROUPS | An event is logged when the user browses the Portal. |
| DEVICE | CREATE | An event is logged when the enrollment process begins or above or when registration is complete. |
| | UPDATE | An event is logged in when details are updated in the device status (going online/offline), or when the device is enrolled. |
| | ATTACH_TO_GROUP | An event is logged when the device is attached to a group. |
| | DETACH_FROM_GROUP | An event is logged when the device is detached from a group. |
| | DELETE | An event is logged when the device is deleted. |
| | REVOKE | An event is logged when the device is revoked from the Portal and subsequent events are not logged. |
| | CONNECT | An event is logged when the device connects to the Browser-based Setup. |
| | AUTHORIZE | An event is logged when the device is authorized for permissions for a specific user. |
| | REGISTER | An event is logged when the device registers (online/offline), having completed the enrollment process. |
| | ENROLL | An event is logged when the device is enrolled. |
| | RE_ENROLL | An event is logged when the device re-enrolls due to a conflict (e.g., the Hostname on device identity conflict). |
| | GET_ACCESS | An event is logged when the device attempts to access the Portal. |
| DEVICE_CONFLICTS | CREATE | An event is logged after the device is created with another online Hostname and workarounds, see Netop Hostname Conflicts . |
| | UPDATE | An event is logged as a device is updated with conflicting Netop Hostname and workarounds, see Netop Hostname Conflicts . |

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| 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 link 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 link 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 guest 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. |

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| 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 | |



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| PORTAL_CONNECTION_STARTED | <p>An event is logged when a user successfully connects to the Host. The following parameters are logged in the event:</p> <ul style="list-style-type: none"> guest_access_method . The Guest access method used to connect to the Host machine. guest_access_method . The Guest access method used to connect to the Host machine. computer_name . The computer name of the Host machine. public_ip . The public IP of the Host machine. private_ip . The private IP of the Host machine. nrc_buildnumber . The build number of the Host machine. |
| PORTAL_CONNECTION_STOPPED | <p>An event is logged when a user successfully connects to the Host. The following Host parameters are logged in the event:</p> <ul style="list-style-type: none"> logged_on_windows . The name of the user currently logged in on the Host machine. guest_access_method . The Guest access method used to connect to the Host machine. computer_name . The Host ID. public_ip . The public IP of the Host machine. private_ip . The private IP of the Host machine. nrc_buildnumber . The build number of the Host machine. |
| NRC_SESSION_STARTED | <p>An event is logged when a user successfully connects to the Host. The following parameters are logged in the event:</p> <ul style="list-style-type: none"> logged_on_windows . The name of the user currently logged in on the Host machine. guest_access_method . The Guest access method used to connect to the Host machine. computer_name . The Host ID. public_ip . The public IP of the Host machine. private_ip . The private IP of the Host machine. nrc_buildnumber . The build number of the Host machine. gam_username . The Guest user name used to connect to the Host machine. gam_auth_method . The authentication method used to connect to the Host machine. If the Host has a security policy, the parameter's value is either "NTLM" or "Kerberos". computer_name . The computer name of the Host machine. public_ip . The public IP of the Host machine. private_ip . The private IP of the Host machine. nrc_buildnumber . The build number of the Host machine. <p>The event may be generated if the Guest user could not retrieve its profile information. This might be an older Guest user who has not yet been updated. If the Guest were not done using a previous session, the Guest machine. The event is logged when the Guest machine.</p> |
| NRC_SESSION_STOPPED | An event is logged when a user successfully connects to the Host. |

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| 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 |

