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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 **HOST**.
Session	If Source is â€œportalâ€•, a unique identifier of the user session, useful to group log event user session, or empty if the action is not in the context of a user session. If Source is â€œ unique identifier of the remote session, if the action is in the context of a Guest-Host conne otherwise.
User Id	If Source is â€œportalâ€•, the internal ID of the logged in Portal user. If the action is perfor Portal rather than the actual user, the logged value is SYSTEM. If Source is â€œHOSTâ€•, the Portal user, if Portal authentication was used for a remote session operation, or an emp other authentication method was used.
User Name	If Source is â€œportalâ€•, the username of the logged in Portal user. If the action is perfor rather than the actual user, there will be no logged value in this column. If Source is â€œH username of the currently logged in Windows user (if the action is not in the context of a Gu connection) the username that the Guest used for authenticating to the Host (depending on access settings). If the Host is set up to request a simple password (no username), this fiel
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, the next section of this article.
Action	The action executed by the entity. For the complete list of actions each entity can perform, 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 me 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 curre CREATE, UPDATE or DELETE, it will contain raw data with the entity updates. If the curren LOGIN, it will contain raw data of the authenticated user, the public IP of the user performin the User Agent. If the current action is PORTAL_CONNECTION_STARTED or PORTAL_CONNECTION_STOPPED, it will contain general information about the Host; if t is NRC_SESSION_STARTED or NRC_SESSION_STOPPED, if will also contain general in the Guest that initiated the connection. If the current action is FILE_SENT, FILE_RECEIVE 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 informati please refer to the table below. In all the other cases, it will contain raw data for the corresp

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 wh the first event logged
	UPDATE	An event is logged in owner updates the ac admin updates the ac updates the account.
ACCOUNT_AUTH_METHOD	CREATE	An event is logged wh
	UPDATE	An event is logged wh been updated.
	DELETE	An event is logged wh been deleted.
	BROWSE_GROUPS	An event is logged wh the Portal.
DEVICE	CREATE	An event is logged wh the enrollment proces or above or when reg
	UPDATE	An event is logged in details are updated in status (going online/o is, the device is enroll
	ATTACH_TO_GROUP	An event is logged wh
	DETACH_FROM_GROUP	An event is logged wh
	DELETE	An event is logged wh
	REVOKE	An event is logged wh Portal and subsequen
	CONNECT	An event is logged wh the Browser-based Su
	AUTHORIZE	An event is logged wh permissions for a spe
	REGISTER	An event is logged wh (online/offline), having
	ENROLL	An event is logged wh
	RE_ENROLL	An event is logged wh conflict (e.g., the Host on device identity con
	GET_ACCESS	An event is logged wh accessing the Portal.
	UPGRADE	An event is logged wh than 12.65 first tries t from a user/password configuration.
DEVICE_CONFLICTS	CREATE	An event is logged aft with another online H and workarounds, see
	UPDATE	An event is logged as conflicting Netop Host and workarounds, see

DEPLOYMENT_PACKAGE	CREATE	An event is logged wh Portal.
	UPDATE	An event is logged in package is updated ir Host is deleted from t
	DELETE	An event is logged wh Portal.
	REVOKE	An event is logged wh Portal.
	GET_DOWNLOAD_URL	An event is logged wh installer from the Port
	UPLOAD_MSI	An event is logged wh specific deployment p
	UPLOAD_MST	An event is logged wh a specific deployment
	DOWNLOAD_EXE	An event is logged wh installer from the Port
	DOWNLOAD_MSI	An event is logged wh the needed MSI file fr
	DOWNLOAD_MST	An event is logged wh the needed MST file f
USER_GROUP	CREATE	An event is logged wh
	UPDATE	An event is logged wh
	DELETE	An event is logged wh
Â DEVICE_GROUP Â Â	CREATE	An event is logged wh Portal.
	UPDATE	An event is logged wh Portal.
	DELETE	An event is logged wh Portal.
LDAP_GROUP	CREATE	An event is logged wh Portal.
	UPDATE	An event is logged wh Portal.
	DELETE	An event is logged wh the Portal.
LOG_REPORT	CREATE	An event is logged wh Usually, this log even log report is successfu
	UPDATE	An event is logged wh happens when the log
	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
	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

HOST	PORTAL_CONNECTION_STARTED	An event is logged wh successfully connects are logged in the even username of the Wind machine. **guest_acce** defined in the Host se The name of the Host machine. **private_ip**. **operating_system**. T **nrc_version**. The Ho build number. Â
	PORTAL_CONNECTION_STOPPED	An event is logged wh The following Host pa **logged_on_windows** currently logged in on The Guest access me Host ID. **computer_n** **public_ip**. The public private IP of the Host system of the Host ma **nrc_buildnumber**. Th
	NRC_SESSION_STARTED	An event is logged wh parameters are logge **logged_on_windows** currently logged in on The Guest access me Host ID. **computer_n** **public_ip**. The public private IP of the Host system of the Host ma **nrc_buildnumber**. Th **logged_on_windows** currently logged in on username that the Gu depending on the Hos simple password auth **nrc_id**. The Guest ID machine. **public_ip**. A be empty if the Guest reasons for an empty connection/authentica **private_ip**. The priva . The build number of
	NRC_SESSION_STOPPED	An event is logged wh

REMOTECTRL_SESSION_STARTED	An event is logged wh
REMOTECTRL_SESSION_STOPPEDÂ	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 pa
RUN_PROGRAM	An event is logged wh following parameter is of the program or com
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 clipboa 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 not available on this e
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 wh parameters are logge of the service that the before sending the He description of the prol
HELP_REQUEST_CANCELLED	An event is logged wh
GATEWAY_LOGIN	An event is logged wh that requires authenti logged in the event lo access method define username used by the **gateway_login_dom** Gateway authenticati of the following: 0: pa wrong, maximum atte
GUEST_ACCESS_METHOD_CHANGED	An event is logged wh Host is changed. The log: old_guest_acces
LOGIN_FAILED	An event is logged wh The following Guest p **logged_on_windows** currently logged in on username that the Gu depending on the Hos simple password auth **nrc_id**. The Guest ID machine. **public_ip**.Â be empty if the Guest reasons for an empty connection/authentica **private_ip**. The priva . The build number of
CONFIRM_ACCESS_GRANTED	An event is logged wh
CONFIRM_ACCESS_DENIED	An event is logged wh
ILLEGAL_PASSWORD_LIMIT_REACHED	An event is logged wh Guest exceeds the m
TIMEOUT_LIMIT_EXCEEDED_AUTHENTICATION	An event is logged wh Host, the authenticati
TIMEOUT_LIMIT_EXCEEDED_CONFIRM_ACCESS	An event is logged wh exceeded the timeout
TIMEOUT_LIMIT_EXCEEDED_INACTIVITY	An event is logged wh exceeded the timeout

WEB_UPDATE_DOWNLOAD	An event is logged wh following parameters parameter is empty. **f** downloaded. **error_m**
WEB_UPDATE_INSTALL	An event is logged wh
WEB_UPDATE_FAILED	An event is logged wh following parameters parameter is empty. **f** **error_message**. The
WEB_UPDATE_CHECK	An event is logged wh parameters are logge the files found. file_na This parameter is emp

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