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 "
	unique identifier of the remote session, if the action is in the context of a Guest-Host conne
	otherwise.
User Id	If Source is "portal―, the internal ID of the logged in Portal user. If the action is perfo
	Portal rather than the actual user, the logged value is SYSTEM. If Source is "HOSTâ€e
	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 "portal―, the username of the logged in Portal user. If the action is perfo
	rather than the actual user, there will be no logged value in this column. If Source is "H
	username of the currently logged in Windows user (if the action is not in the context of a G
	connection) the username that the Guest used for authenticating to the Host (depending or
	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.

Contains different data based on the action performed by the entity, as follows: If the currer CREATE, UPDATE or DELETE, it will contain raw data with the entity updates. If the currer LOGIN, it will contain raw data of the authenticated user, the public IP of the user performing 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 is NRC_SESSION_STARTED or NRC_SESSION_STOPPED, if will also contain general into 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 information please refer to the table below. In all the other cases, it will contain raw data for the correspondent of the corr

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.

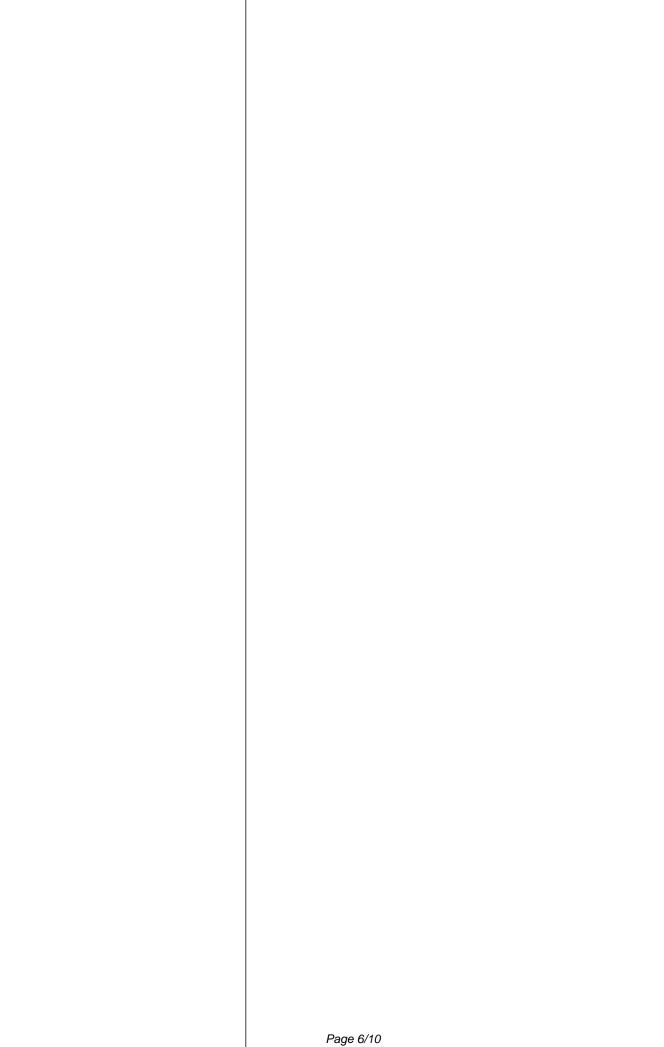
In case the Portal profile goes temporarily offline (after having been connected before), events will be retained by the Host until the Portal profile goes back online, or until the Host is closed. When the Portal profile goes back online, if logging is still enabled in the Portal for the Host's account, 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
, ,,	005475	An event is logged w
	CREATE	the first event logged
		An event is logged in
ACCOUNT		owner updates the ac
	UPDATE	admin updates the ad
		updates the account.
	CREATE	An event is logged w
		An event is logged w
	UPDATE	been updated.
ACCOUNT_AUTH_METHOD		An event is logged w
	DELETE	been deleted.
		An event is logged w
	BROWSE_GROUPS	the Portal.
		An event is logged w
	CREATE	the enrollment proces
		or above or when rec
		An event is logged in
	LIBBATE	details are updated in
	UPDATE	status (going online/o
		is, the device is enrol
	ATTACH_TO_GROUP	An event is logged w
	DETACH_FROM_GROUP	An event is logged w
	DELETE	An event is logged w
	DEMOKE	An event is logged w
	REVOKE	Portal and subseque
	CONNECT	An event is logged w
DEVIOE	CONNECT	the Browser-based S
DEVICE	AUTHORIZE	An event is logged w
		permissions for a spe
	DECLOTED	An event is logged w
	REGISTER	(online/offline), havin
	ENROLL	An event is logged w
		An event is logged w
	RE_ENROLL	conflict (e.g., the Hos
		on device identity cor
	OFT ACCESS	An event is logged w
	GET_ACCESS	accessing the Portal.
	UPGRADE	An event is logged w
		than 12.65 first tries t
		from a user/password
		configuration.
	CREATE	An event is logged at
DEVICE_CONFLICTS		with another online H
		and workarounds, se
	UPDATE	An event is logged as
		conflicting Netop Hos
		and workarounds, se

	CREATE	An event is logged where Portal.
		An event is logged in
	UPDATE	package is updated in
		Host is deleted from t
	DELETE	An event is logged wh
	DELETE	Portal.
	DEVOKE	An event is logged wh
	REVOKE	Portal.
	CET DOMAILOAD LIDI	An event is logged wh
	GET_DOWNLOAD_URL	online installer from the
	CET DUBLIC DOWNLOAD LIBI	An event is logged w
DEPLOYMENT_PACKAGE	GET_PUBLIC_DOWNLOAD_URL	installer following an
	LIDI OAD MEI	An event is logged wh
	UPLOAD_MSI	specific deployment p
	UPLOAD_MST	An event is logged wh
		a specific deployment
	DOWNLOAD_EXE	An event is logged wh
	DOWNLOAD_EXE	installer from the Port
	PUBLIC_DOWNLOAD_EXE	An event is logged w
	POBLIC_DOWINLOAD_EXE	installer following an e
	DOWNLOAD_MSI	An event is logged wh
	DOWNLOAD_WSI	the needed MSI file fr
	DOMNII OAD, MCT	An event is logged wh
	DOWNLOAD_MST	the needed MST file f
	CREATE	An event is logged wh
USER_GROUP	UPDATE	An event is logged wl
	DELETE	An event is logged wl
	CREATE	An event is logged wh
DEVICE_GROUP Â		Portal.
A DEVICE_GROUP A	UPDATE	An event is logged wh
		Portal.
	DELETE	An event is logged wh
		Portal.
GUEST	CET DOWNLOAD LIDE	An event is logged w
GUEST	GET_DOWNLOAD_URL	online installer from the
	CREATE	An event is logged wh
		D ()
		Portal.
LDAD CDCLID	LIDDATE	
LDAP_GROUP	UPDATE	
LDAP_GROUP		An event is logged will Portal.
LDAP_GROUP	UPDATE DELETE	An event is logged where Portal.
LDAP_GROUP		An event is logged will Portal. An event is logged will the Portal.
LDAP_GROUP		An event is logged will Portal. An event is logged will the Portal. An event is logged will be provided as a second will be provid
	DELETE	An event is logged will Portal. An event is logged will the Portal. An event is logged will Usually, this log even
LDAP_GROUP LOG_REPORT	DELETE CREATE	An event is logged when Portal. An event is logged when event eve
	DELETE	An event is logged where Portal. An event is logged where Portal. An event is logged where Usually, this log event log report is successful.

	CREATE	An event is logged w
APPLICATION	UPDATE	An event is logged w
APPLICATION		Portal.
	DELETE	An event is logged w
	CREATE	An event is logged w
		Portal.
DOLE ASSIGNMENT	UPDATE	An event is logged w
ROLE_ASSIGNMENT		Portal.
	DELETE	An event is logged w
		Portal.
	CREATE	An event is logged wh
	UPDATE	An event is logged wh
	DELETE	An event is logged wi
	LIDOEDT	An event is logged wh
	UPSERT	user is created/update
	CTART RESET RASSIMORD	An event is logged wh
	START_RESET_PASSWORD	mechanism in the Po
	DECET DASCIMODD	An event is logged wh
	RESET_PASSWORD	instructions received
	CANCEL DESET DASSWORD	An event is logged wl
	CANCEL_RESET_PASSWORD	request.
	ATTACH TO GROUP	An event is logged wi
USER	ATTACH_TO_GROUP	by clicking the Attach
	DETACH_FROM_GROUP	An event is logged w
	GENERATE_MFA_OTC	An event is logged w
		Authentication codes
	VEDIEV EMAII	An event is logged w
	VERIFY_EMAIL	creation of a trial acc
	LOGIN	An event is logged w
	NACA ENAMULICOINI	An event is logged w
	MFA_EMAIL_LOGIN	Multi Factor token re
		An event is logged w
	MFA_OTC_LOGIN	one-time Multi-Facto
		the Portal.
	LOGOUT	An event is logged w



PORTAL_CONNECTION_STARTED	An event is logged will successfully connects are logged in the evenusername of the Windmachine. guest_accedefined in the Host secomputer_name. The public IP of the Host machine. of the Host machine. of the Host machine. In the host machine. It is not considered in the Host machine.
PORTAL_CONNECTION_STOPPED	An event is logged will The following Host particles for Iogged_on_windows currently logged in or The Guest access me The Host ID. computablic_ip. The public_ip The Host system of the Host morc_buildnumber.
NRC_SESSION_STARTED	An event is logged will parameters are logged logged_on_windows currently logged in or The Guest access me The Host ID. comput public_ip. The public_ip . The public_ip of the Host system of the Host method. If the Host is authenticate to the Homethod. If the Host haparameter's value is a computer_name. A fine public IP of the could not retrieve its parameter and one using the Guest.
NRC_SESSION_STOPPED	An event is logged wi

	1.
REMOTECTRL_SESSION_STARTED	An event is logged wh
REMOTECTRL_SESSION_STOPPEDÂ	An event is logged when the second se
FILETRANSFER_SESSION_STARTED	An event is logged when the second se
FILETRANSFER_SESSION_STOPPED	An event is logged when the second se
CHAT_SESSION_STARTED	An event is logged when
CHAT_SESSION_STOPPED	An event is logged wh
AUDIO_TRANSFER_STARTED	An event is logged wh
AUDIO_TRANSFER_STOPPED	An event is logged wh
	An event is logged wh
KBDMOUSE_TRANSFER_STARTED	technician takes over
	remote-controlled dev
	An event is logged wh
KBDMOUSE_TRANSFER_STOPPED	technician's control or
	remote-controlled dev
REMOTEMGMT_SESSION_STARTED	An event is logged wh
REMOTEMGMT_SESSION_STOPPED	An event is logged wh
	An event is logged wh
FILE_SENT	sent from the Host to
FILL_OLIVI	in the event log: file _
	An event is logged when
FILE DECEIVED	received by the Host.
FILE_RECEIVED	-
	log: file_name (the
DUN DDOCDAM	An event is logged what to low in a parameter in
RUN_PROGRAM	following parameter is
	name of the program
EXECUTE COLUMNIS	An event is logged wh
EXECUTE_COMMAND	remote-accessed dev
	event log: file_name
INVENTORY_SENT	An event is logged wh
MESSAGE_RECEIVED	An event is logged when the second se
	An event is logged when the second se
CLIPBOARD_SENT	Host computer clipbo
	clipboard.
	An event is logged wh
CLIPBOARD_RECEIVED	Guest computer clipb
	clipboard.
	An event is logged wi
KEYBOARD_LOCKED	keyboard of the Host
	not available on this
	An event is logged w
KEYBOARD_UNLOCKED	keyboard of the Host
THE TOOMING_ONE CONTED	is not available on thi
	An event is logged w
SCREEN_BLANKED	
	Host screen is blanke
SCREEN_UNBLANKED	An event is logged w
_	Host screen is unblar

	An event is logged wi
LIELD DECLIEGT CENT	parameters are logge
HELP_REQUEST_SENT	name of the service the
	services, before send
	The description of the
HELP_REQUEST_CANCELLED	An event is logged wi
	An event is logged wi
	that requires authenti
	logged in the event lo
	access method define
	The username used by
GATEWAY_LOGIN	gateway_login_dom
	Gateway authenticati
	of the following: 0: pa
	wrong, maximum atte
	An event is logged wi
	Host is changed. The
GUEST_ACCESS_METHOD_CHANGED	log: old_guest_acces
	An event is logged wi
	The following Guest p
	logged_on_windows
	currently logged in or
	username that the Gu
	depending on the Hos
LOGIN FAILED	simple password auth
	nrc_id . The Guest I
	Guest machine. pub
	It can be empty if the
	reasons for an empty
	connection/authentica
	private_ip . The priv
	nrc_buildnumber .
CONFIRM_ACCESS_GRANTED	An event is logged wi
CONFIRM_ACCESS_DENIED	An event is logged wi
ILLEGAL PASSWORD LIMIT REACHED	An event is logged wi
	Guest exceeds the m
TIMEOUT LIMIT EXCEEDED AUTHENTICATION	An event is logged wi
233	Host, the authenticati
TIMEOUT_LIMIT_EXCEEDED_CONFIRM_ACCESS	An event is logged wi
233	exceeded the timeout
TIMEOUT_LIMIT_EXCEEDED_INACTIVITY	An event is logged wi
TIME OUT_ENVIT_ENCEDED_NACTIVITI	exceeded the timeout
ILLEGAL_PASSWORD_LIMIT_REACHED TIMEOUT_LIMIT_EXCEEDED_AUTHENTICATION	Guest exceeds the

	An event is logged wh
WEB UPDATE DOWNLOAD	following parameters
WEB_OFDATE_BOWNLOAD	parameter is empty.
	downloaded. error_r
WEB_UPDATE_INSTALL	An event is logged wh
	An event is logged wh
WEB UPDATE FAILED	following parameters
WEB_OFDATE_FAILED	parameter is empty.
	error_message . Th
	An event is logged wh
WEB UPDATE CHECK	parameters are logge
WEB_OFDATE_CHECK	the files found. file_na
	This parameter is em

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Posted - Wed, Oct 18, 2017 2:07 PM.

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