

# Enhancement in User Management *EventTracker Enterprise*

## Enhancement in User management

---

**Update:** ET82U16-041

**Abstract:** This update will provide a new feature 'Managed Service provider (MSP) in User management", while enabling Database Authentication.

### **Who should read this document?**

Customers who use v 8.2 Build 14.

### **Why to apply the update?**

The MSP feature provided in the update will serve the sole purpose of managing subscription related activities such as managing user accounts and monthly usage details of services provided by EventTracker per client.

*The information contained in this document represents the current view of Prism Microsystems Inc. on the issues discussed as of the date of publication. Because Prism Microsystems must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Prism Microsystems, and Prism Microsystems cannot guarantee the accuracy of any information presented after the date of publication.*

*This document is for informational purposes only. Prism Microsystems MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO THE INFORMATION IN THIS DOCUMENT.*

*Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, this paper may be freely distributed without permission from Prism, as long as its content is unaltered, nothing is added to the content and credit to Prism is provided.*

*Prism Microsystems may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Prism Microsystems, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.*

*The example companies, organizations, products, people and events depicted herein are fictitious. No association with any real company, organization, product, person or event is intended or should be inferred.*

*© 2016 Prism Microsystems Corporation. All rights reserved. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.*

# Table of Contents

How it Works?.....	3
Process to be followed after applying the Update .....	3
1. EventTracker with Local Account Authentication only/ Active Directory Authentication only.....	3
Assign Permission to users.....	7
Assign Privilege to users.....	8
Promote a User as an Administrator or Read Only Administrator .....	9
2. EventTracker with Active Directory and Database Authentication. ....	10
Add an Admin User.....	12
Add an MSP Admin(s) User.....	14
Add a User(s).....	16
Activate/Inactivate Users.....	17
Forgot Password .....	19
Change Password.....	21
Download Excel Template .....	22
Export to excel.....	23
FAQs .....	23

## How it Works?

The MSP feature will be available only when the user enables the Database Authentication in EventTracker Configuration.

MSP Admin will be responsible in managing and handling users at Customers' environment (by adding/removing/changing password).

EventTracker Console might also run on Local or Active Directory authentication, based on selection made in EventTracker Configuration.

**\*\*IMPORTANT:** MSP feature will be available only for Database Authentication.

## Process to be followed after applying the Update

### 1. EventTracker with Local Account Authentication only/ Active Directory Authentication only.

**NOTE:** Depending on the User Authentication selected, the database will be fetched in the User Management page.

For Local account authentication,

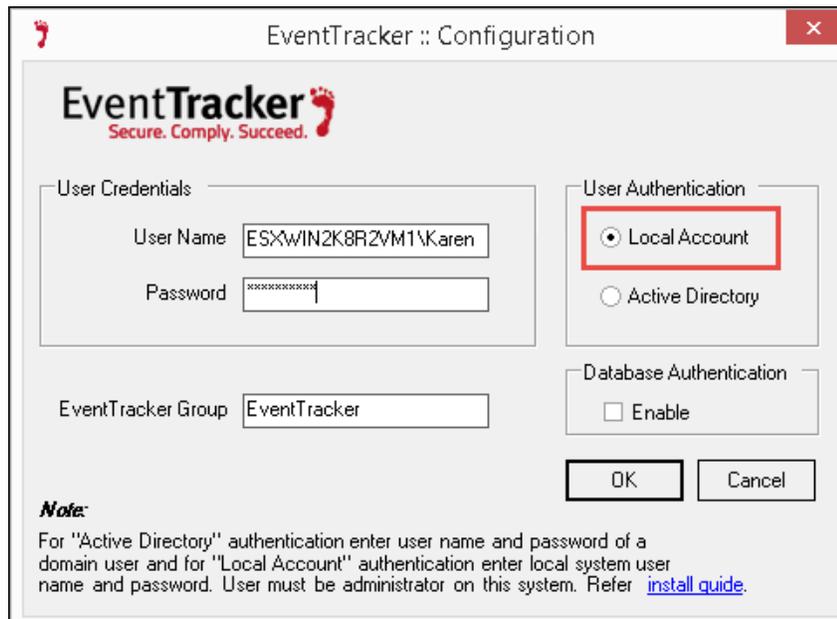


Figure 1 (Local Account)

For Active Directory authentication,

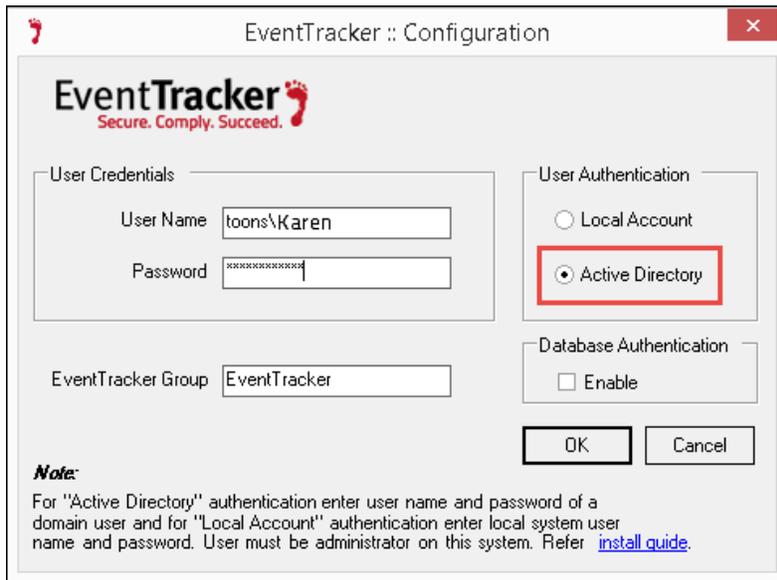


Figure 2 (Active Directory)

- Enter the credentials in the 'EventTracker Configuration' window selecting **Active Directory** and click **OK**.

It will display the below message.

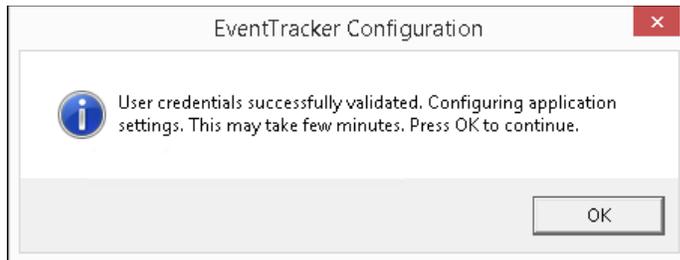


Figure 3

**\*\*IMPORTANT:** If the user toggles between **Database Authentication** being **Enabled/Disabled**, he or she will get the below warning message.

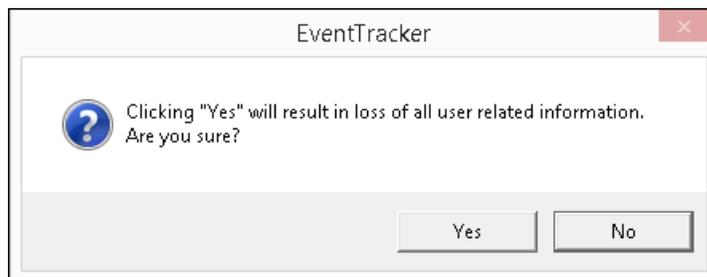


Figure 4

## Enhancement in User management

- The user can click 'Yes" and proceed.
- Now login to **EventTracker Web** and navigate to **Admin->Users**.

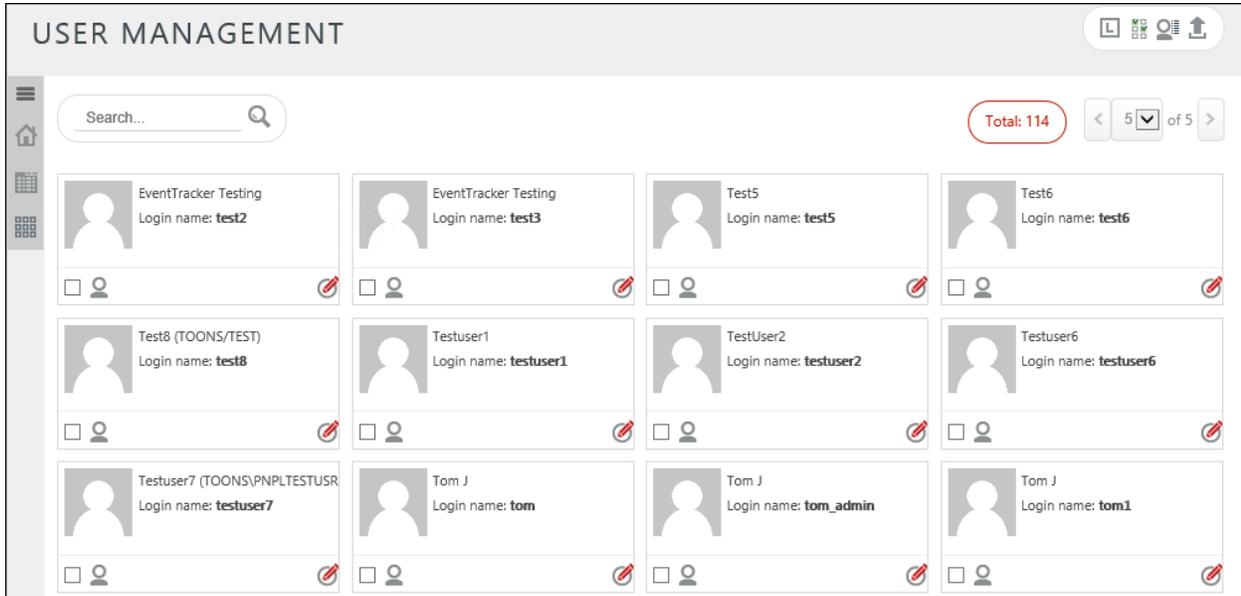


Figure 5

Click	To												
	View the Home page for the respective view format selected (Tabular or Tile).												
	Tabular view of users. <table border="1" data-bbox="367 1226 1300 1381"> <thead> <tr> <th>LOGIN NAME</th> <th>USER NAME</th> <th>ROLE</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> test8</td> <td>Test8 (TOONS/TEST)</td> <td> </td> </tr> <tr> <td><input type="checkbox"/> testuser1</td> <td>Testuser1</td> <td> </td> </tr> <tr> <td><input type="checkbox"/> testuser2</td> <td>TestUser2</td> <td> </td> </tr> </tbody> </table>	LOGIN NAME	USER NAME	ROLE	<input type="checkbox"/> test8	Test8 (TOONS/TEST)	 	<input type="checkbox"/> testuser1	Testuser1	 	<input type="checkbox"/> testuser2	TestUser2	 
LOGIN NAME	USER NAME	ROLE											
<input type="checkbox"/> test8	Test8 (TOONS/TEST)	 											
<input type="checkbox"/> testuser1	Testuser1	 											
<input type="checkbox"/> testuser2	TestUser2	 											
	Tile view of users. <table border="1" data-bbox="367 1514 1317 1740"> <tbody> <tr> <td> EventTracker Testing Login name: test2</td> <td> EventTracker Testing Login name: test3</td> <td> Test5 Login name: test5</td> <td> Test6 Login name: test6</td> </tr> <tr> <td><input type="checkbox"/>  Test8 (TOONS/TEST) Login name: test8</td> <td><input type="checkbox"/>  Testuser1 Login name: testuser1 India Standard Time</td> <td><input type="checkbox"/>  TestUser2 Login name: testuser2</td> <td><input type="checkbox"/>  Testuser6 Login name: testuser6</td> </tr> </tbody> </table>	 EventTracker Testing Login name: test2	 EventTracker Testing Login name: test3	 Test5 Login name: test5	 Test6 Login name: test6	<input type="checkbox"/>  Test8 (TOONS/TEST) Login name: test8	<input type="checkbox"/>  Testuser1 Login name: testuser1 India Standard Time	<input type="checkbox"/>  TestUser2 Login name: testuser2	<input type="checkbox"/>  Testuser6 Login name: testuser6				
 EventTracker Testing Login name: test2	 EventTracker Testing Login name: test3	 Test5 Login name: test5	 Test6 Login name: test6										
<input type="checkbox"/>  Test8 (TOONS/TEST) Login name: test8	<input type="checkbox"/>  Testuser1 Login name: testuser1 India Standard Time	<input type="checkbox"/>  TestUser2 Login name: testuser2	<input type="checkbox"/>  Testuser6 Login name: testuser6										
	Customize the Logo.												

## Enhancement in User management

Select Logo




DELETE CANCEL

To export the user details in an excel format.

First Name	Last Name	Initials	Login Name	Full Name	Role	Email	Privileges	Permission
Test5			test5	Test5	Admin		Not assigned	Not assigned
Test6			test6	Test6	Admin		Not assigned	Not assigned
Test8			test8	Test8 (TOONS/TEST)	Admin		Not assigned	Not assigned
Testuser1			testuser1	Testuser1	Admin		Not assigned	Not assigned
TestUser2			testuser2	TestUser2	Admin		Not assigned	Not assigned

In the User Management page, click the **Expand** icon  to view the sites and the groups under it.

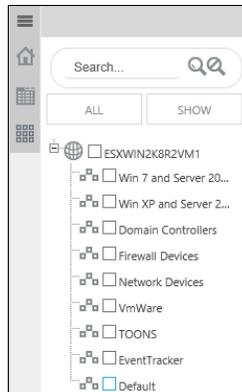


Figure 6

- Select the Site(s) or particular group(s) and click the **Show** option. It will display all the user(s) who are given permission to those respective group(s) or Site(s).

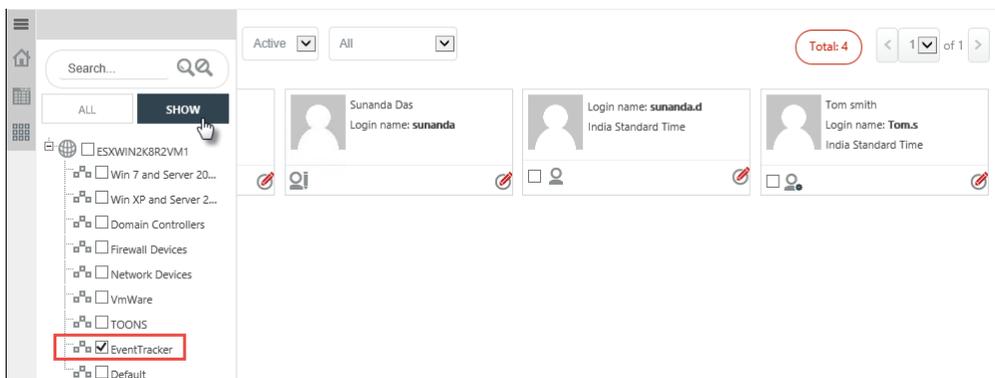


Figure 7

## Assign Permission to users

If a user is granted permission for a particular group, he/she will only have access to the systems within that group. The user will be able to view the data pertaining to that particular group in various places such as Dashboards, Incidents, Search, Reports, etc.

- To assign permission to a particular user, select the user.

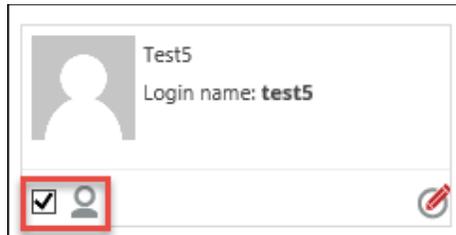


Figure 8

- Click the assign permission icon . It will display the below message.



Figure 9

- Click **OK**.
- Select the groups which will get listed and displayed in the right pane.

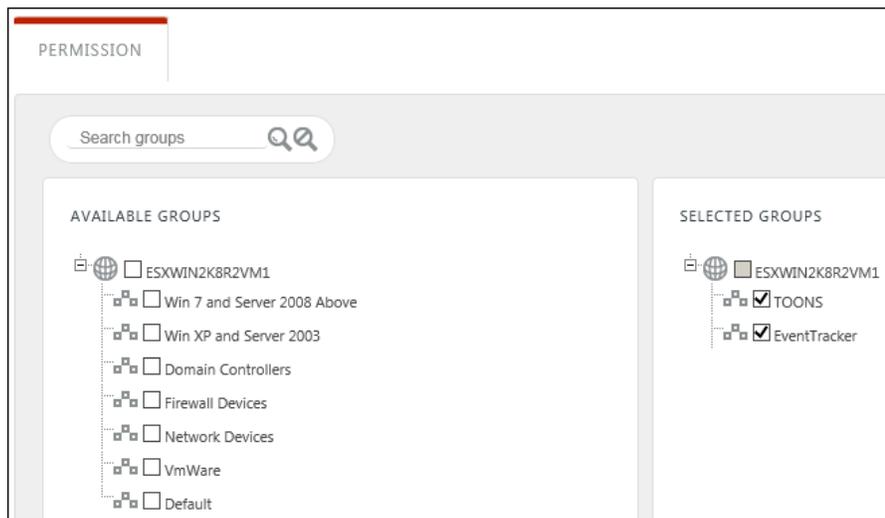


Figure 10

- Click **Save** button.

It will display a warning message.



Figure 11

- Click **OK**.

## Assign Privilege to users

If a user is granted privileges for modules such as Search, Reports and Incidents, then the user will be able to make use of only those modules.

- Select the user and click the Assign privilege icon  .  
It will display the below message.

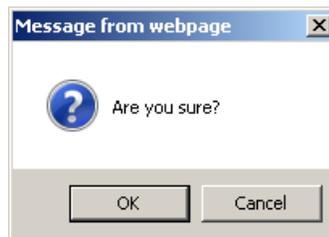


Figure 12

- Click **OK**.
- Select the modules and click **Save** button.

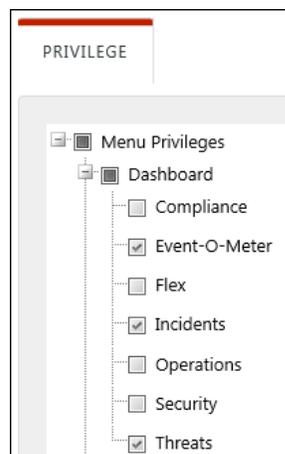


Figure 13

## Promote a User as an Administrator or Read Only Administrator

Some customers or administrators may wish to restrict permissions of other users/administrators by giving read only permissions to other users/administrators. We have the option for read only admin(s) in which they will have the permission to only view data and reports. They cannot edit or modify them. All the modules in which there is an option to create, add, save, modify, and delete have been provided will be disabled.

To promote a User as an Administrator or Read Only Administrator-

- Search the user by entering the name in the search box and clicking the search icon 🔍.



Figure 14

- To modify permissions of the user, click the respective edit 📝 icon.

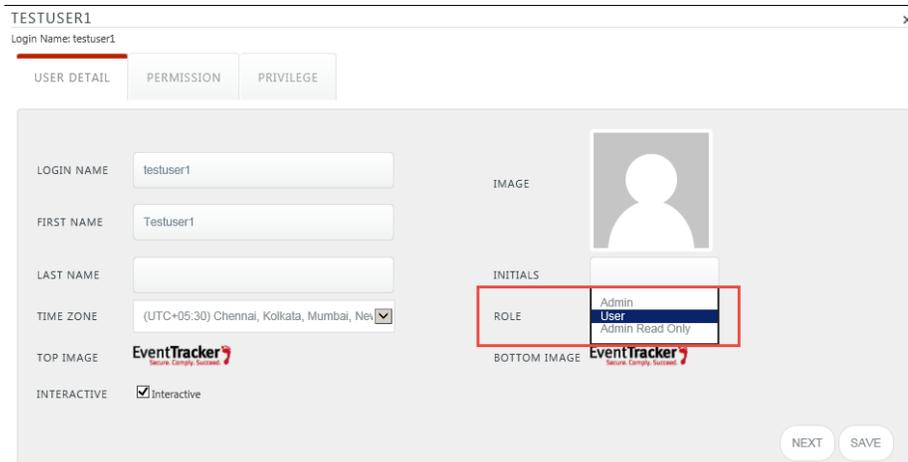


Figure 15

- The user can give either **Admin/Admin Read Only** permission for that respective user.
- After clicking **Save** the below message will be displayed.

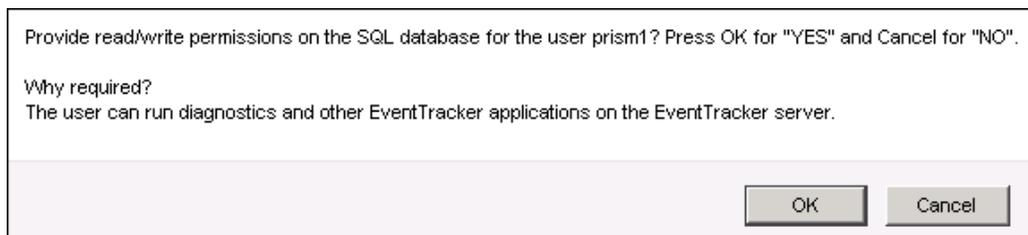


Figure 16 (Applies to Admin only)

- Click **OK**.

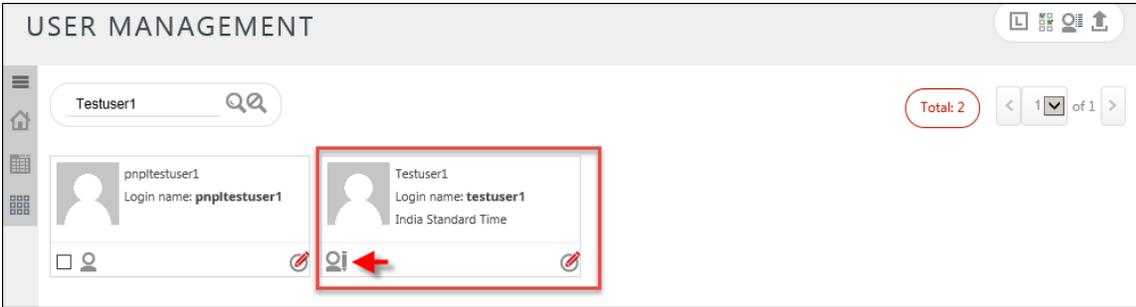


Figure 17

**NOTE:** The  icon signifies that administrator permissions have been assigned and the icon  signifies that read only administrator permissions have been assigned.

## 2. EventTracker with Active Directory and Database Authentication.

- a) For Active Directory authentication with database enabled, in EventTracker Configuration window, enter the user credentials and check the option 'Enable' under Database authentication.

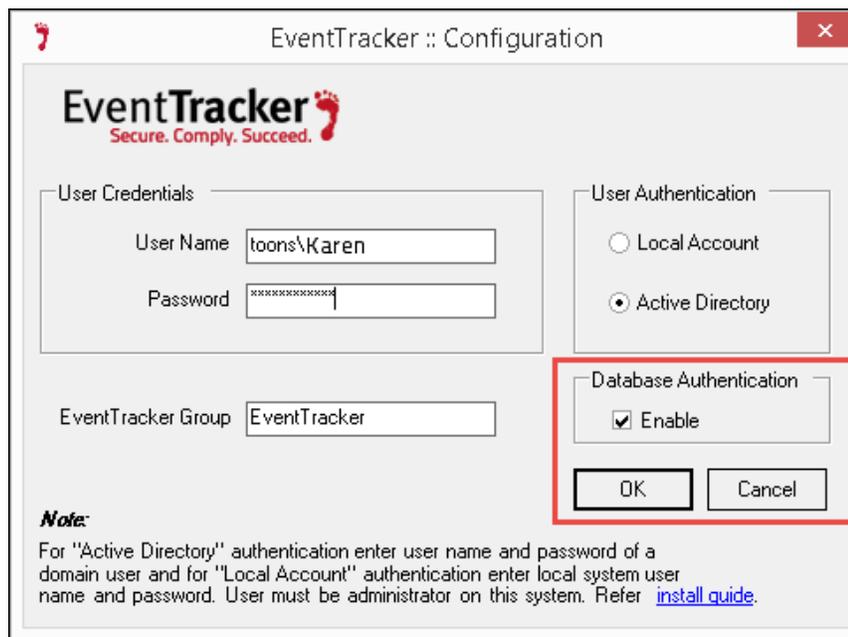


Figure 18

- b) Once you click **OK**, it will display a message.

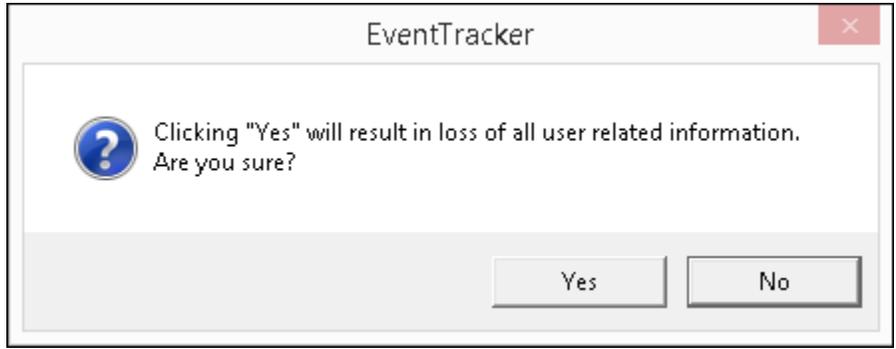


Figure 19

c) Click **Yes** and proceed.

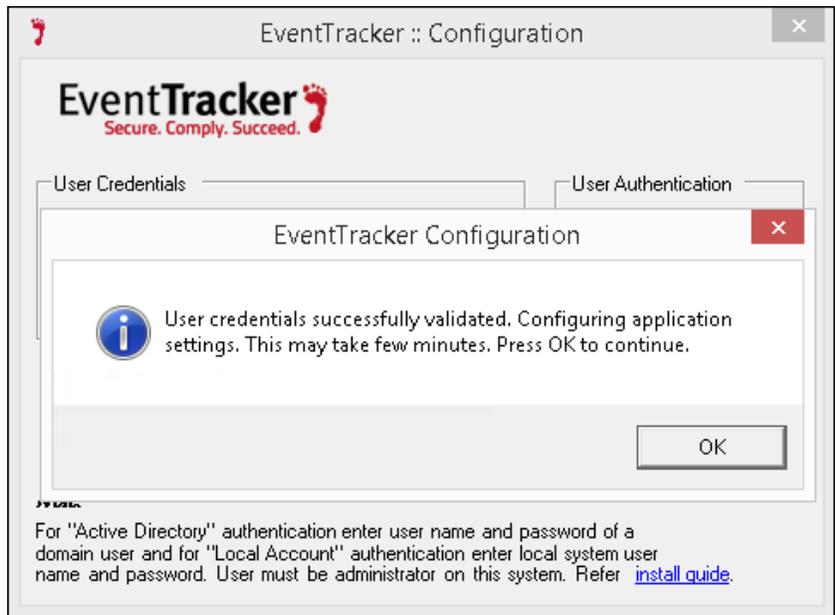


Figure 20

d) Click **OK**.

- Now login to **EventTracker Web** and navigate to **Admin->Users**.



Figure 21

Click	To
	Add a user
	Inactivate a user
	Delete a user
	Import the user details to excel.
	Download the excel template.

## Add an Admin User

The admin user will have the permission to assign role of other **Admin(s)**, **MSP Admin(s)**, **Users** and **Admin Read Only**.

- Click the **Add a user** icon  and enter the user details as shown in the figure below.

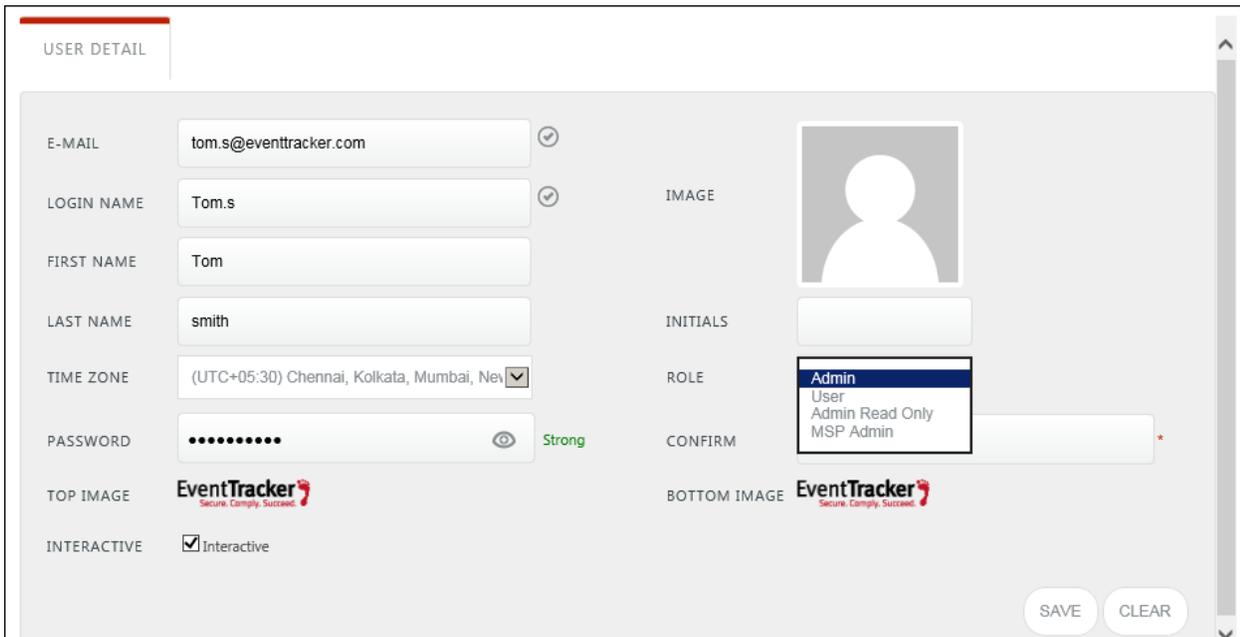


Figure 22

- After entering the user details, click the **Save** button.

The created user will receive an e-mail id with '**Login Details**' message.

## Enhancement in User management

---

Dear tom,

We have created the login credentials for you to access the EventTracker application hosted on Felix.Toons.local

To access your EventTracker, please click the link below:  
<http://Felix.Toons.local:8080/EventTracker>

Your account details are as follows:

User Name: tom  
Password: Welcome123

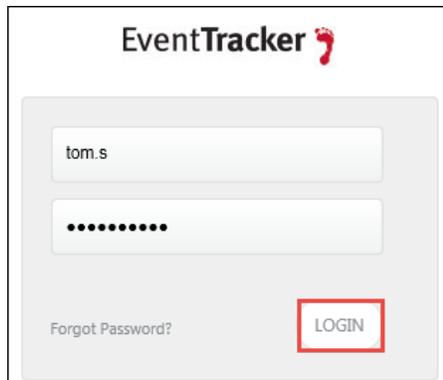
(Please note the password is case sensitive)

Sincerely,  
EventTracker

Note: This is an auto-generated email. Please do not reply.

Figure 23

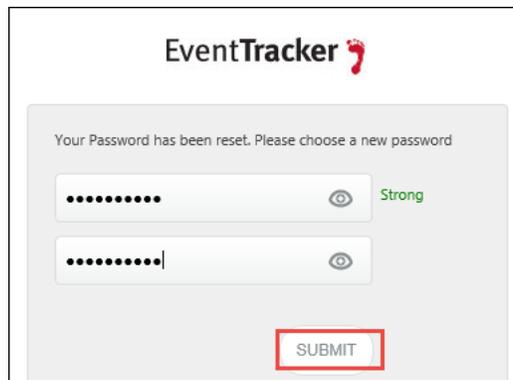
- The user needs to click the URL provided in the e-mail and enter the credentials in the login page.



The image shows the EventTracker login page. At the top, the text "EventTracker" is displayed with a red footprint icon. Below this is a login form with two input fields: the first contains "tom.s" and the second contains a masked password ".....". To the left of the password field is a link for "Forgot Password?". To the right is a red-bordered "LOGIN" button.

Figure 24

- Click **LOGIN**.  
The reset password page gets displayed.



The image shows the EventTracker password reset page. At the top, the text "EventTracker" is displayed with a red footprint icon. Below this is a message: "Your Password has been reset. Please choose a new password". There are two password input fields, each with a red footprint icon and a "Strong" label. The first field contains a masked password "....." and the second field contains a masked password ".....|". A red-bordered "SUBMIT" button is located at the bottom right.

Figure 25

## Enhancement in User management

- Enter your user-friendly password and click on **SUBMIT** button.  
The main page for the user will be displayed as below:

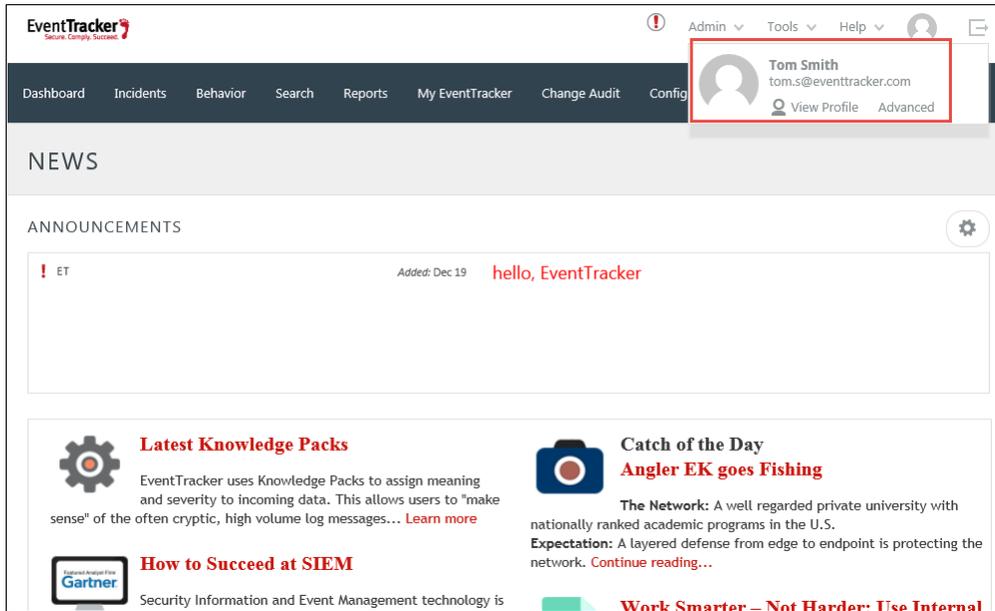


Figure 26

- The user can further click the **View Profile** link for viewing the user details.

## Add an MSP Admin(s) User

**NOTE:** For assigning role as (**MSP Admin**), the admin user will have options to add permissions.

For example: If the admin user assigns '**Tom**', the role of a MSP admin, he/she will have the option of navigating to the **Next** -> tab. This is shown in the figure below:

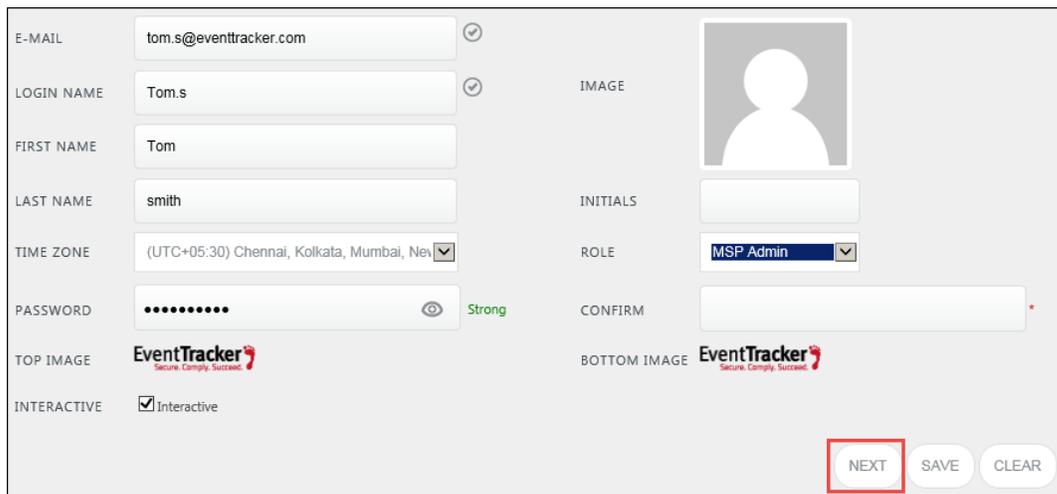
The screenshot shows a user creation form. Fields include: E-MAIL (tom.s@eventtracker.com), LOGIN NAME (Tom.s), FIRST NAME (Tom), LAST NAME (smith), TIME ZONE (UTC+05:30 Chennai, Kolkata, Mumbai, New Delhi), PASSWORD (Strong), CONFIRM (empty), TOP IMAGE (EventTracker logo), BOTTOM IMAGE (EventTracker logo), and INTERACTIVE (checked). The ROLE dropdown is set to "MSP Admin". At the bottom right, there are buttons for "NEXT", "SAVE", and "CLEAR".

Figure 27

## Enhancement in User management

---

- Assign permission to selected Groups from the sites available and then click **Save**.

The selected groups will be displayed in the right pane.

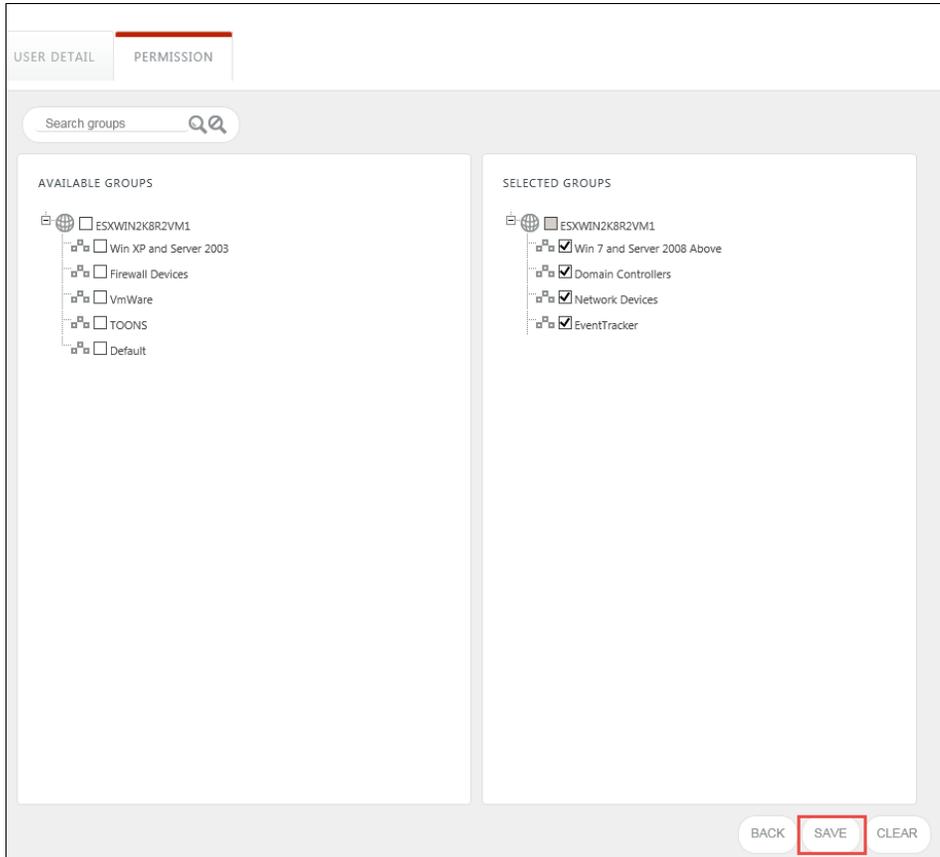


Figure 28

- The  icon signifies that MSP Admin permissions have been assigned.

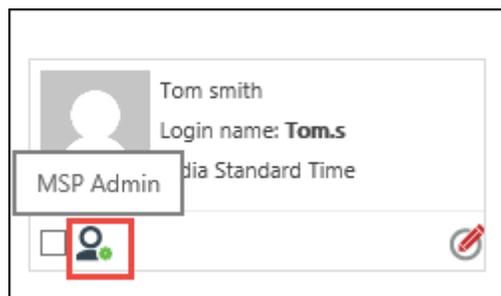


Figure 29

- The created MSP Admin user will receive an e-mail id with '**Login Details**' message. The user needs to click the URL, enter the credentials and login to EventTracker.

## Add a User(s)

**NOTE:** For assigning 'User' roles, the admin user/MSP Admin will have both the options to add permissions and privileges to the user(s).

- In the User details Page, in the **Role** field, select **User** from the dropdown options.
- Click **Next**.

The screenshot shows the 'USER DETAIL' form with the following fields and values:

- E-MAIL: Jack.S@eventtracker.com
- LOGIN NAME: Jack.S
- FIRST NAME: Jack
- LAST NAME: Smith
- TIME ZONE: (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi
- PASSWORD: [Redacted]
- CONFIRM: [Redacted]
- ROLE: User (selected from dropdown)
- INITIALS: [Redacted]
- IMAGE: [Placeholder]
- TOP IMAGE: EventTracker logo
- BOTTOM IMAGE: EventTracker logo
- INTERACTIVE:  Interactive

Buttons: NEXT, SAVE, CLEAR

Figure 30

- Assign permission to selected groups from the site and click **Next**.

The screenshot shows the 'PERMISSION' tab for user JACK SMITH. It features a search bar and two columns of group selection:

- AVAILABLE GROUPS:** ESXWIN2K8R2VM1, Win 7 and Server 2008 Above, Win XP and Server 2003, Domain Controllers, Firewall Devices, Network Devices, VmWare, Default.
- SELECTED GROUPS:** ESXWIN2K8R2VM1, TOONS, EventTracker.

Figure 31

- Assign the selected modules which they can make use of and then **Save** the changes.

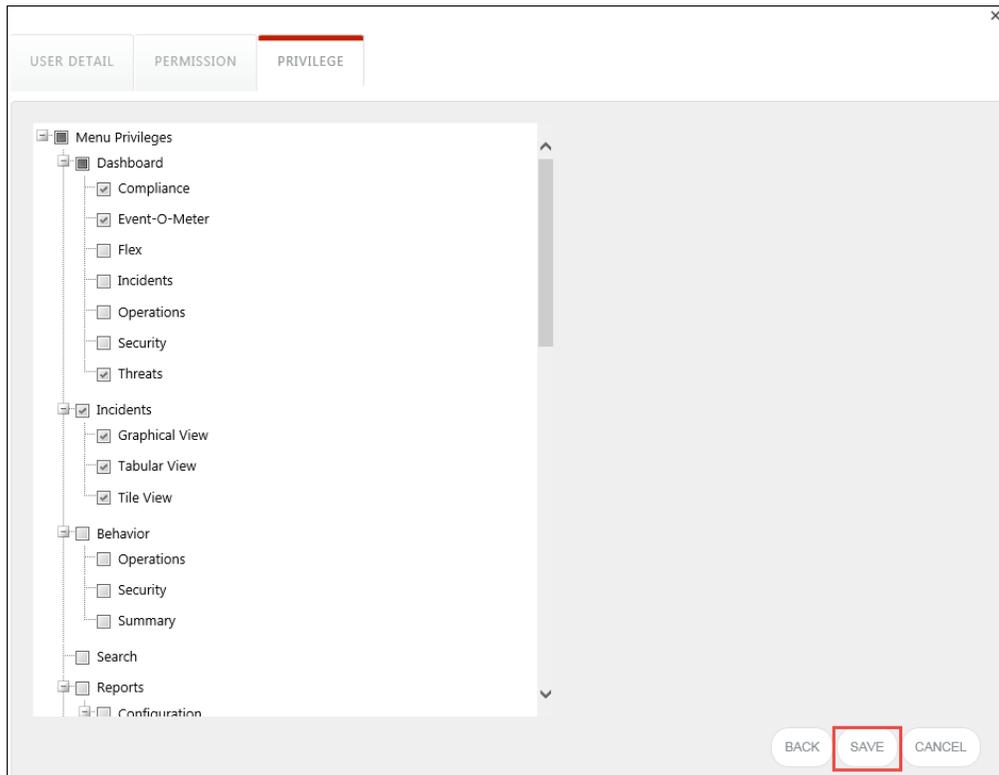


Figure 32

- The created user will receive an e-mail id with 'Login Details' message. The user needs to click the URL, enter the credentials and login to EventTracker.

## Activate/Inactivate Users

- To deactivate a user account, select the respective user and then click the **Inactivate user** icon  in the right hand side corner of the page.

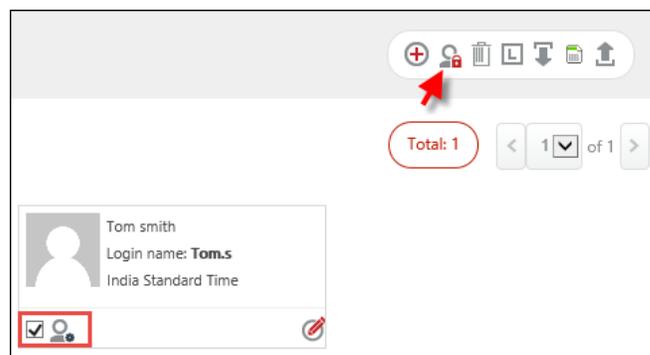


Figure 33

It will display a confirmation message. Click 'OK'.

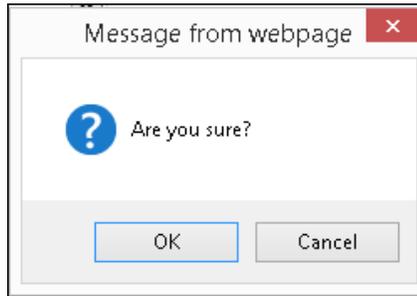


Figure 34

- Similarly, to activate a user, select the respective inactive user(s), and click the activate user icon . It will display the confirmation message. Click **OK**.

Once the user(s) gets activated, an auto-generated e-mail will be received by the respective user(s). The figure is shown below:

```
Dear tom,  
  
Your account activation request has been received. Your user account is activated.  
The user name and password for logging to the EventTracker application remains the same as earlier.  
  
Sincerely,  
EventTracker
```

Figure 35

- To view the active/ Inactive users, select the preferred option from the dropdown box.

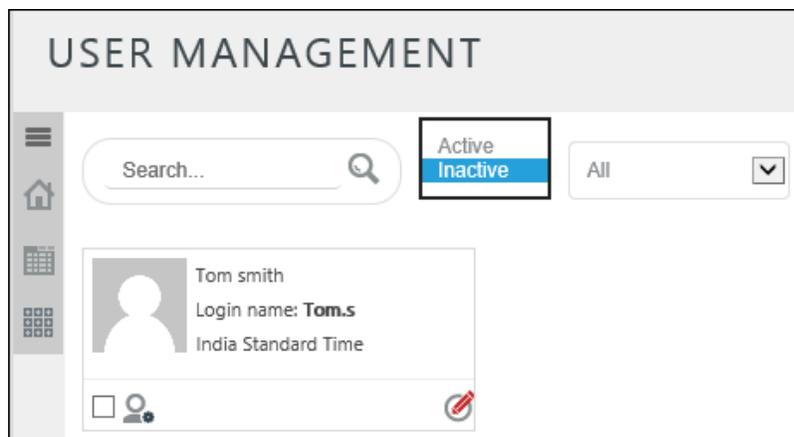


Figure 36

- Similarly for viewing the user(s) based on their respective roles, use the dropdown option.

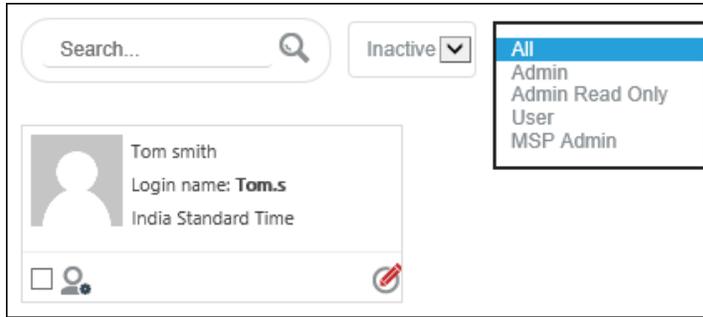


Figure 37

## Forgot Password

If the created **Admin(s)/MSP Admin(s)/User(s)** fail to remember the password, he/she can follow the below mentioned steps:

- Login to **EventTracker** web.
- In the login page, click on **Forgot Password**.

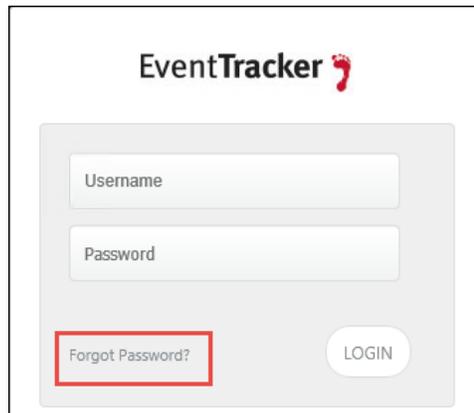


Figure 38

- It will prompt you to enter your e-mail id. Provide the e-mail id and click the **Submit** button.

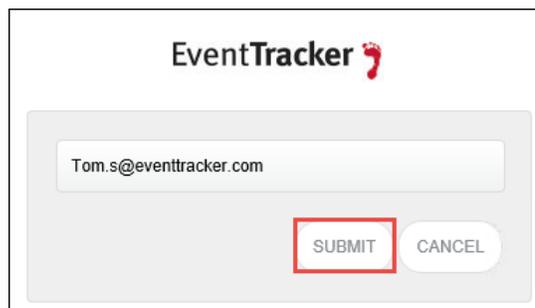


Figure 39

- It will display the below message.

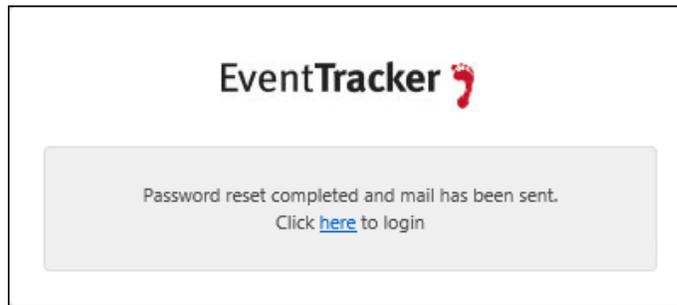


Figure 40

- It will send a 'Password Reset Confirmation" e-mail to your mentioned e-mail id.

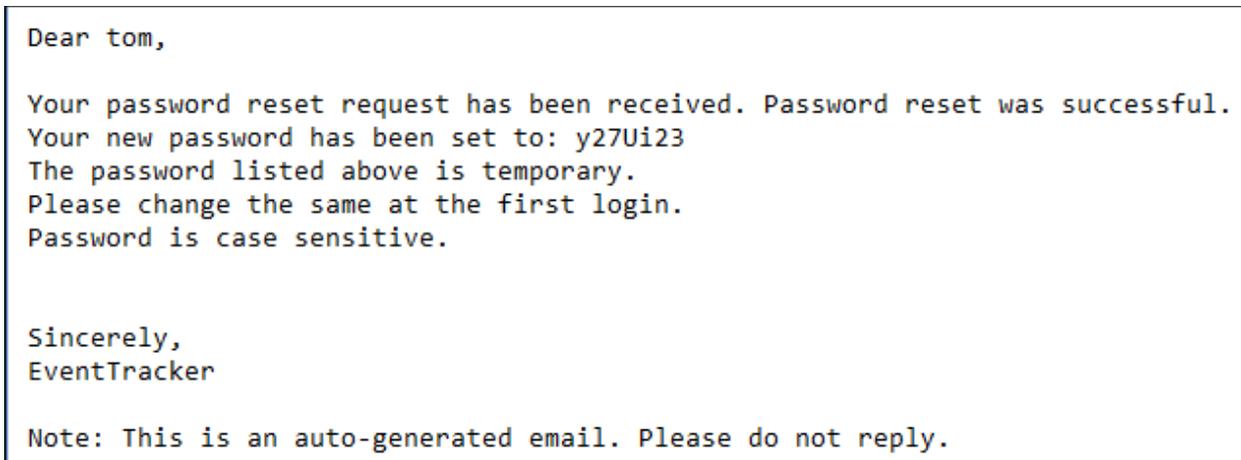


Figure 41

- Use the new password sent via e-mail and click **Login**.

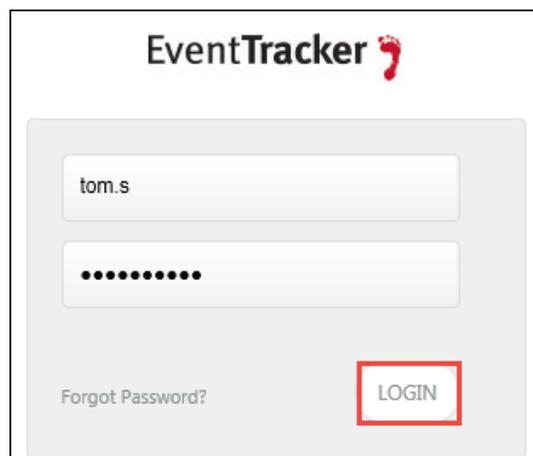


Figure 42

It will display redirect to the Password reset page.

- Reset the password in to a user-friendly one and click on **SUBMIT**.

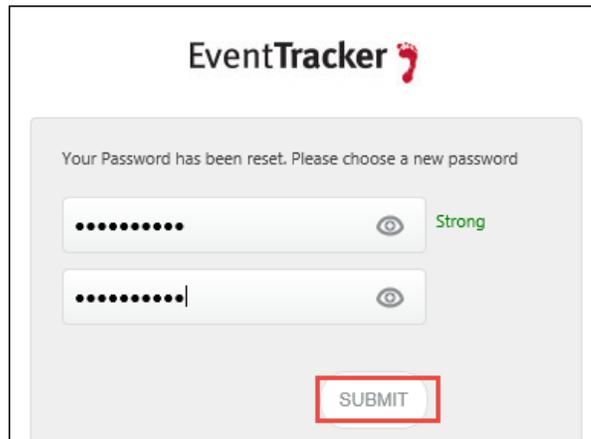


Figure 43

The user can successfully login to the EventTracker application.

## Change Password

If the MSP Admin(s) or User(s) wishes to change their password, please follow the below mentioned steps:

- Login to **EventTracker** web using the existing password and click on **View Profile** as shown below:



Figure 44

- In the profile page, change the password and click the **Save** button.



# Export to excel

To export the user roles in the excel format, click the export icon . The excel report gets exported with the user details.

First Name	Last Name	Initials	Login Name	Full Name	Role	Email	Interactive	Privileges
Tom	Admin	s	Tom Smith	Tom Smith	Admin		Yes	
Jack	MSP Admin		Jack		MSP Admin	jack@eventtracker.com	Yes	Dashboard
Smith	MSP Admin		Smith		MSP Admin	smith@eventtracker.com	Yes	Dashboard
Ross	Readonly Admin		Ross		ReadOnly	ross@eventtracker.com	Yes	Dashboard
Michael	Readonly Admin		Michael		ReadOnly	Michael@eventtracker.com	No	Dashboard
Paul	User		paul		User	paul@eventtracker.com	Yes	Behavior, Behavior, Operations, Behavior, Security, Behavior, Summary, Change Audit, Change Audit, Change Policies, Chan Reports, Reports, Configuration, Operations, Reports, Configuration, Security, Reports, Dashboard, Reports, Dashboard, Com
Joe	User		Joe		User	joe@eventtracker.com	No	Incidents, Incidents, Graphical View, Incidents, Label, View, Incidents, File View, Reports, Reports, Configuration, Reports,

Figure 47

## FAQs

### 1. What are the types and roles of the User(s)?

**EventTracker Admin** (will be able to access all the available modules): Can create/assign user(s), MSP Admin(s) and Admin(s).

**MSP Admin** (will be able to manage only its users): The MSP admin is allowed to perform CRUD operation for his/her MSP Users.

**User(s)** (will not be able to access Admin modules): The users can only access modules to which he/she has been given permissions and privileges.

### 2. If user re-runs the EventTracker configuration, what will be the existing database?

If user toggles (Enable/Disable), the Database authentication and runs the EventTracker configuration, then user data will be lost. Only the admin who runs the configuration, his/her data will be retained.

When user re-runs the configuration, without toggling the Database authentication, then the user data will not be affected.

### 3. Can the user change his details? Ex: E-mail, Password?

User can change his First name, Last name, Initials and Password. But the User cannot change his E-mail id, Username and the Role assigned.

### 4. Can the user deploy Agent on other system who has logged in using database authentication?

No. Agent deployment is possible only for Active Directory Users.

**5. Does the Database authenticated user need any folder or SQL server permission?**

No. The user does not require any special permission.

**6. Who can set the logo customization image?**

The ET Admin and MSP Admin can change their respective user's logo. The User(s) is allowed to change his/her own logo.

**7. Is there any limit for MSP Admin to add users?**

No.

**8. What if user forgets the password?**

Forget password link is provided during login, user will receive the mail regarding it.

**9. What does Import of user mean?**

Importing user with privilege and permission but we should assign it from the template.

**10. Who can remove MSP Admin?**

EventTracker Admin and MSP Admin.

**11. Can MSP Admin remove another MSP Admin?**

Yes, if both MSP Admin(s) have the common group permission.

**12. If MSP has been removed (or disabled) what about the users under that MSP?**

The user(s) will be active and can access EventTracker.

**13. Can ETAdmin change the role of a MSP Admin to user or other?**

Yes.

**14. Can ETAdmin change the Permission of MSP?**

Yes.

**15. Can the MSP Admin and Admin change the password of user?**

No. Only the user can change his/her password from the user profile.