

How to - Configure Salesforce to send the log to the EventTracker

EventTracker v9.0 and Above

Abstract

This guide provides instructions to configure Salesforce to send the log to the EventTracker. Once the log is being configured to send to the EventTracker, alerts, and reports can be configured into the EventTracker.

Scope

The configurations detailed in this guide are consistent with the EventTracker version 9.x and later, Salesforce.

Audience

Administrators who are responsible for monitoring Salesforce which is running using the EventTracker.

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Overview

The Salesforce Lightning Platform delivers tools and services to automate your business processes, integrate with external applications, provide responsive layouts and more.

EventTracker integrates and examines logs generated by the Salesforce to help an administrator to monitor the Salesforce events.

Prerequisites

- EventTracker v9.x should be installed.
- Administrative access to Salesforce Lightning Platform.
- PowerShell version 5.0 is required.

Configuring the Salesforce to forward logs to EventTracker

Configuring the Salesforce to forward logs to a syslog server creating Connected Apps

In Lightning Experience,

1. Log into the **Salesforce** click the **Settings > Setup** in the upper right, next to your account name.

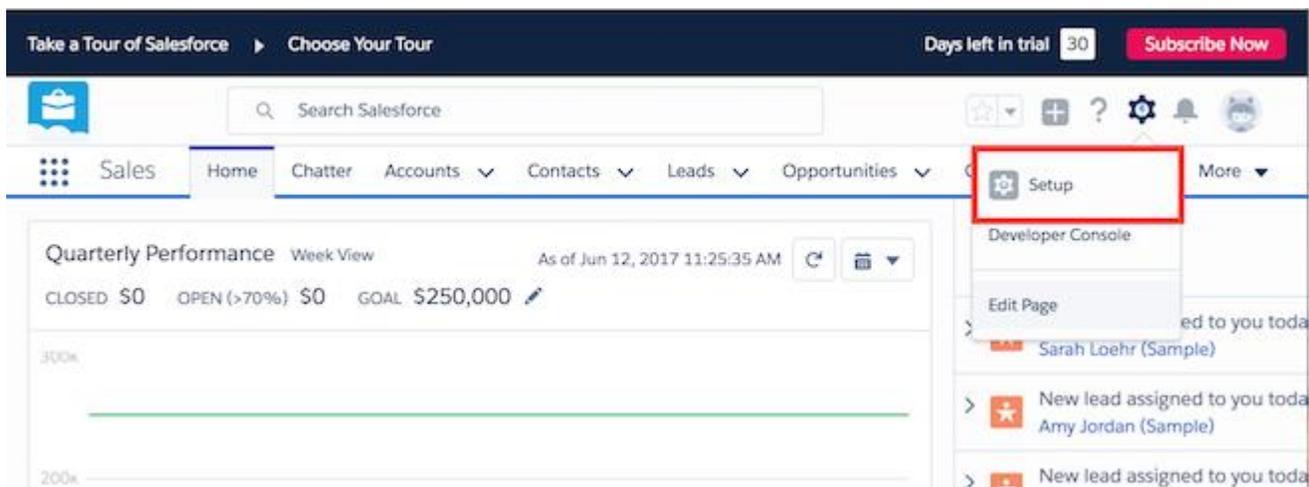


Figure 1

2. Navigate to **Platform Tools > Apps**, under **App Manager**, click **New Connected App**:

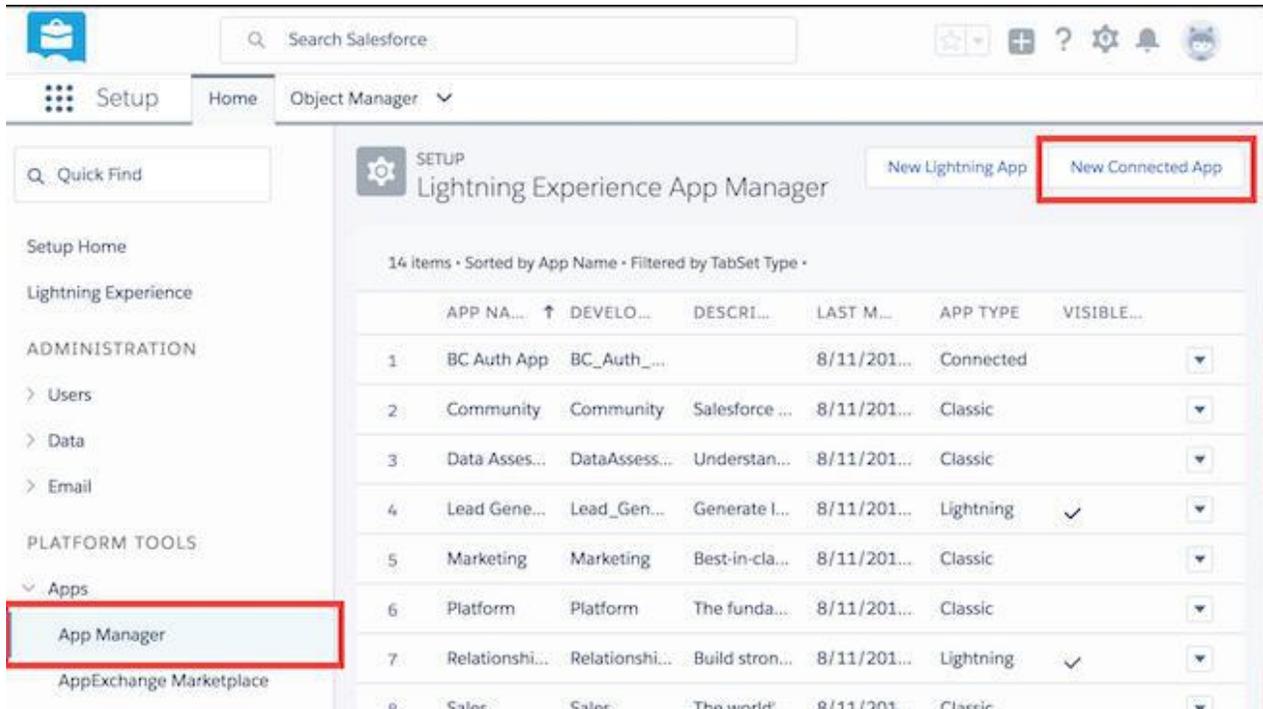


Figure 2

3. While using Salesforce Classic, from **Setup**, enter **Apps** in the Quick Find box, then select **Build > Create > Apps**. Under **Connected Apps**, click **New**.
4. Enter the required basic information (Connected App Name, API Name, and Contact Email).
 - **Connected App Name:** EventTracker Logger.
 - **API Name:** EventTracker Logger.
 - **Contact Email:** (your email id)

New Connected App



To publish an app, you need to have chosen a namespace prefix. [Click here to choose a namespace prefix.](#)

▼ Basic Information

Connected App Name	My Application
API Name	My_Application
Description	
Logo Image URL	
Icon URL	
Info URL	
Start URL	
Mobile Start URL	
Contact Phone	
Contact Email	john.doe@foo.bar

▼ OAuth Settings

Enable OAuth Settings

Callback URL

Use digital signatures

Selected OAuth Scopes	Available OAuth Scopes	Selected OAuth Scopes
	Access and manage your Chatter feed (chatter_api) Access and manage your data (api) Full access (full) Perform requests on your behalf at any time (refresh_token) Provide access to custom applications (visualforce) Provide access to your data via the Web (web)	Access your basic information (id)

Figure 3

5. Select enable **OAuth** Settings under API (Enable OAuth Settings).
6. Enter your callback URL: (https://YOUR_DOMAIN/login/callback)
Example: (<https://localhost/login/callback>)
7. **Access and manage your data (api)** - Allows access to the logged-in user’s account using APIs, such as REST API and Bulk API. This value also includes chatter api, which allows access to Chatter REST API resources.
8. When you are finished entering the information, click **Save**. You can now publish your app.
9. Once your app is registered, the page will display your **Consumer Key** and **Consumer Secret**:

- Consumer Key: A value used by the consumer to identify itself to Salesforce, referred to as client_id
- Consumer Secret: A secret used by the consumer to establish ownership of the consumer key, referred to as client_secret

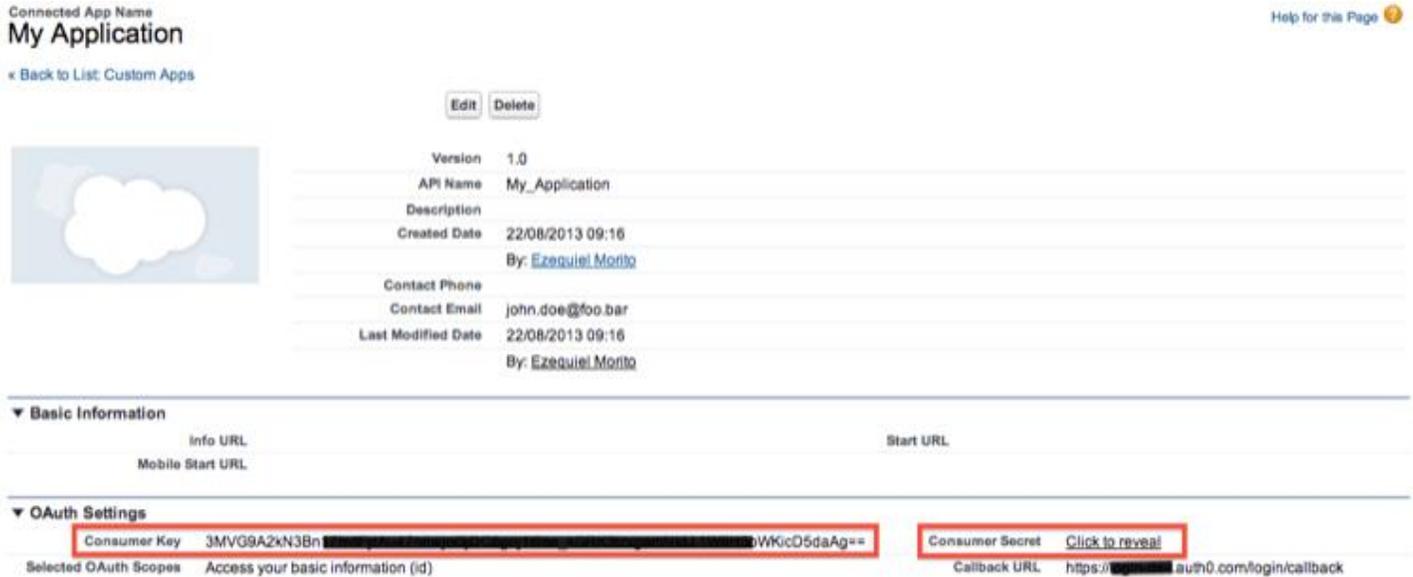


Figure 4

To obtain a security token

1. In Lightning Experience, go to the **Settings** → **My Personal Information** → **Reset My Security Token**.



Figure 5

2. Click **Reset Security Token**, the new security token is sent to the email address in your Salesforce personal settings.

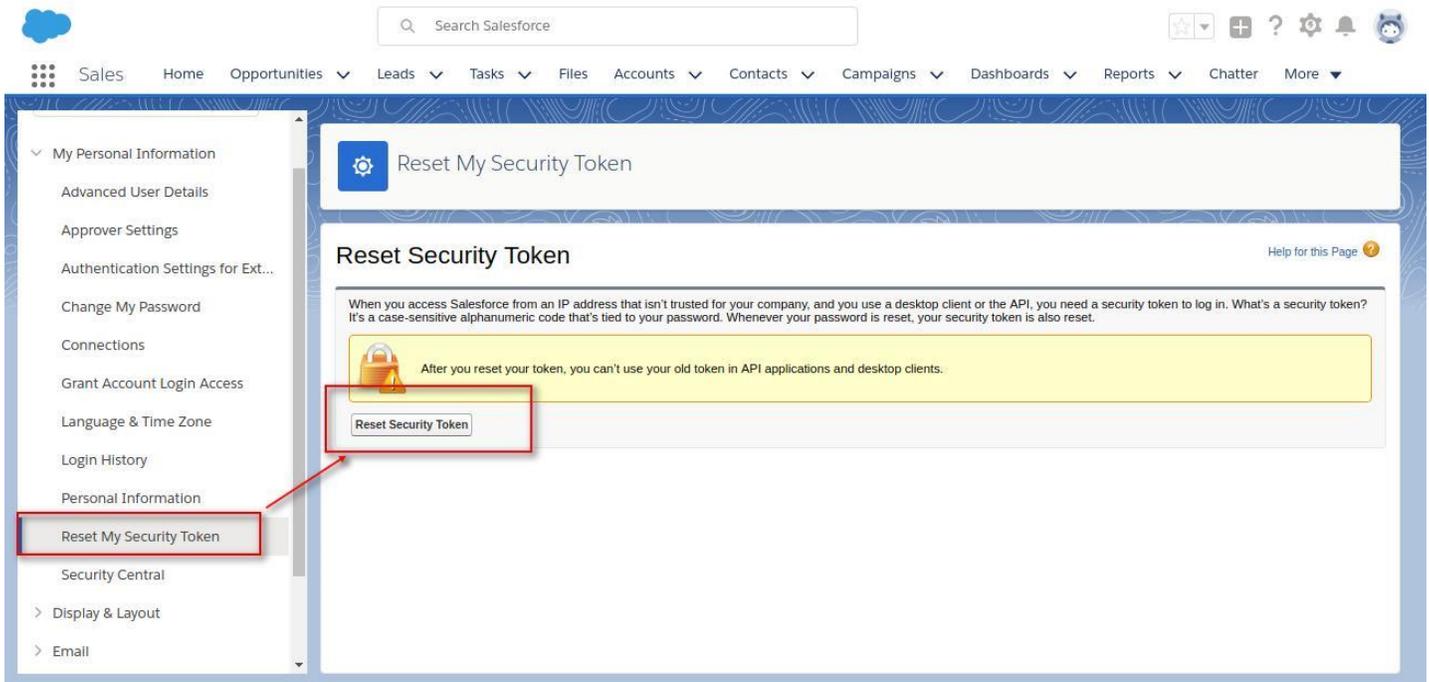


Figure 6

NOTE: A new security token is emailed when a password is reset, or the token can be reset separately. Once the token is reset, the old token cannot be used in the API applications and in the desktop clients.

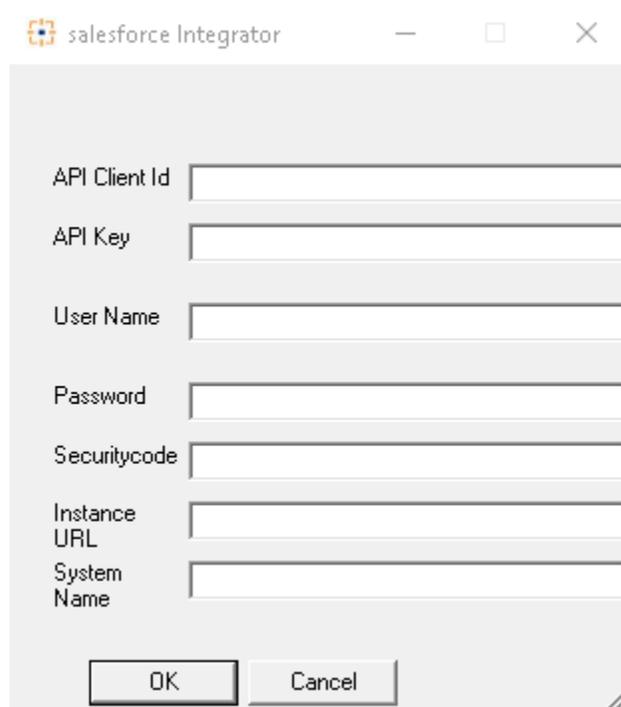
To configure Salesforce EventTracker Integrator

1. Get Salesforce integration from the EventTracker support.
2. Extract the **KP-Salesforce.zip** in the folder.
3. Run **SalesForceIntegrator.exe** located in the integrator folder with administrator privilege.

Name	Type	Size
Integrator	File folder	
Alert_Salesforce.isalt	ISALT File	4 KB
Dashboards_Salesforce.etwd	ETWD File	13 KB
Flex Report_Salesforce.etcrx	ETCRX File	178 KB
KO_Salesforce.etko	ETKO File	6 KB
Parsing Rules_Salesforce.istoken	ISTOKEN File	89 KB

Figure 7

4. Fill the details in the Salesforce Integrator Form, which is shown below:



The image shows a dialog box titled "salesforce Integrator". It has a standard Windows-style title bar with minimize, maximize, and close buttons. The main area contains seven text input fields, each with a label to its left: "API Client Id", "API Key", "User Name", "Password", "Securitycode", "Instance URL", and "System Name". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Figure 8

5. Kindly fill the following details in integration form
 - **API Client ID** is the Consumer Key we got from app creation.
 - **API key** is the Consumer Secret we got from app creation.
 - **User name:** The user who are privileged to view the event.
 - **Password:** Password for the user.
 - **Security code:** we obtain from the previous methods.
 - **InstanceURL:** example (https://example.my.salesforce.com) replace example.my.salesforce.com with your Salesforce instance URL.
 - **System Name:** Is the name of the system where salesforce logs will be collected under EventTracker.
6. Click the **OK** button.
7. Once Salesforce is configured, you will get the message as shown in the below image.

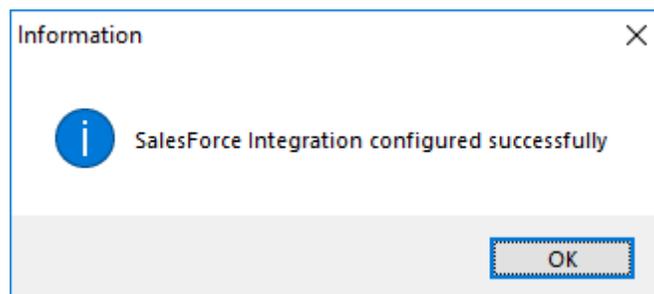


Figure 9