

User Guide

Two-factor Authentication (2FA) using Authenticator

EventTracker V9.3

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Abstract

This guide helps users in configuring and using the Two-factor authentication (2FA) supported via Authenticator App on the phone (Android and IOS). EventTracker v9.3 supports 2FA via Google Authenticator App or Microsoft Authenticator App. This document also covers 2FA configuration by Admins in EventTracker v9.3. 2FA is also known as 2 Step Verification.

This guide shows you how you can secure the EventTracker v9.3 account by using password as well as Authenticator PIN. The Authenticator configured on your phone provides an additional level of security to the EventTracker Login.

It is an effective yet a simple way to authenticate and protect the users from the hackers. With 2FA enabled, hackers would not be able to log in even if the password is known.

Audience

EventTracker v9.3 users who want to setup additional level of security and configure 2FA.

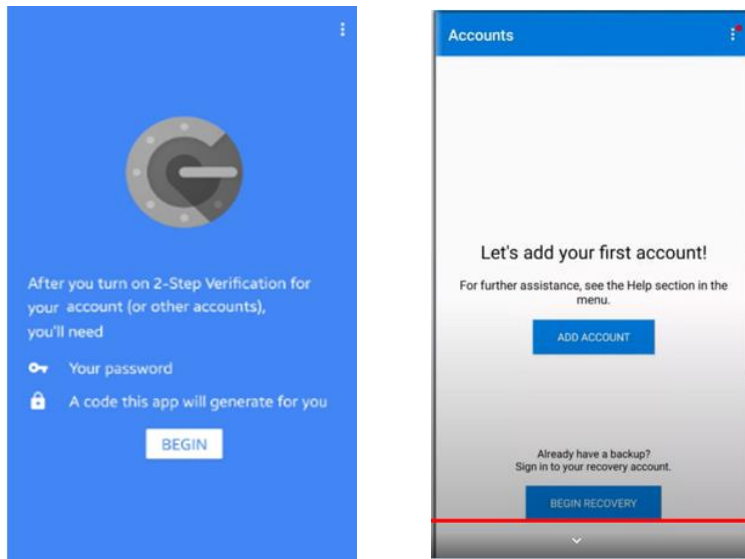
1. Configuring 2FA using Authenticator App

Install the Authenticator App on your phone.

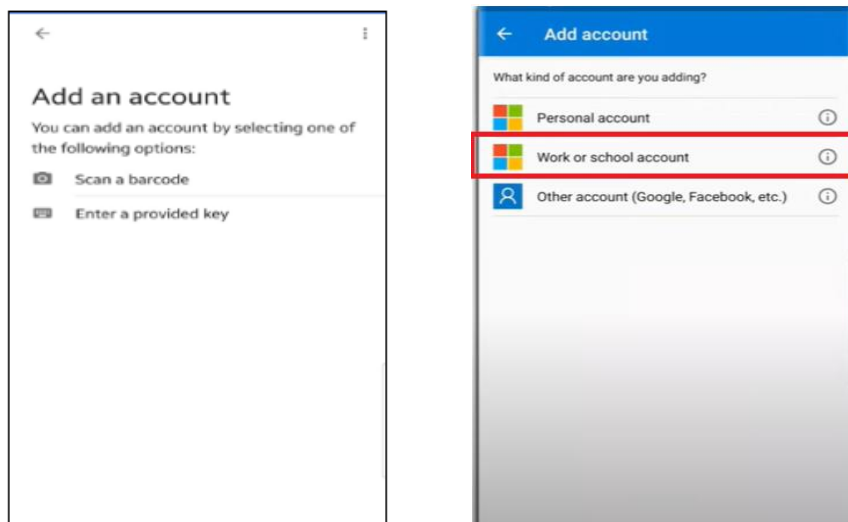
Note: The Authenticator screens varies according to the Authenticator apps and devices (Android or IOS).

1. Launch the Authenticator app. The following screen opens.

Note: If Authenticator App is already installed on your phone and configured for any other application, this screen will not be displayed. Sample screen shots for Google Authenticator and Microsoft Authenticator provided below.



2. Click **Begin** to proceed further. **Add an account** screen opens.



You can select either of the two options to add an account

- **Scan a barcode**
- **Enter a provided key.**

1.1 Option 1: Scan a barcode

1. Login to the EventTracker from your computer with the user name and password.
Two-factor Authentication Using Authenticator page opens. **QR Code** option is selected by default.

Note: This page is displayed only when your administrator has enabled 2FA for your account.

2. On Authenticator App, select “Scan a barcode” option and capture the QR code available on the screen.

Note: By default, the Account name is captured as your EventTracker domain. If you wish to change it, please enter the name of your choice and reload the QR code and scan the same to proceed further.

Two-factor authentication is enabled


Please follow the steps below

- **Step 1:** Install an authenticator app on your mobile device.
- **Step 2:** Link the authenticator app to your account in one of the two ways shown below.

Using QR code Using Secret key

Scan the QR code on the screen.

Account name ETTVMBLR22019-3.ntpl.local

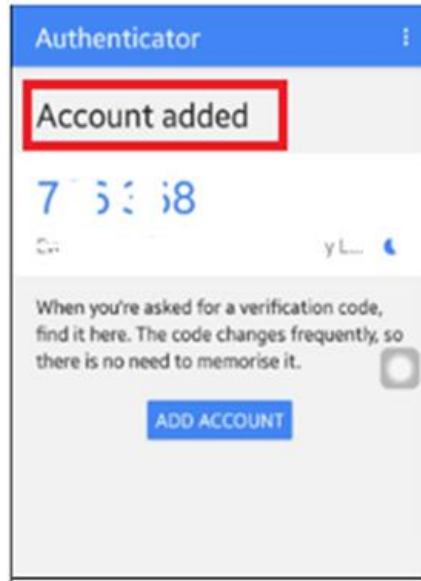


Enter the PIN from the authenticator app below

Enter PIN

Next Cancel

3. After the QR code is scanned **Account added** screen appears and PIN is generated.

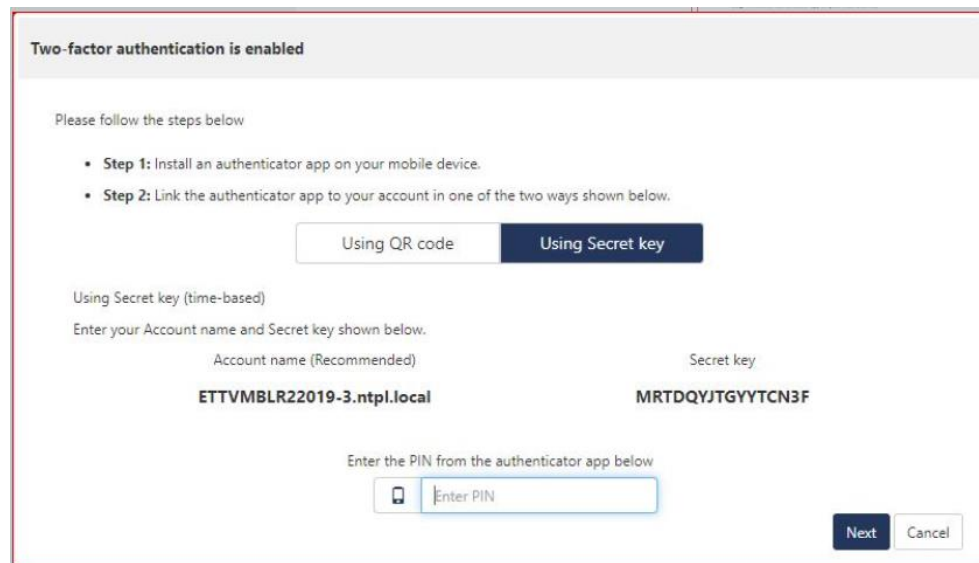


1.2 Option 2: Enter a provided key

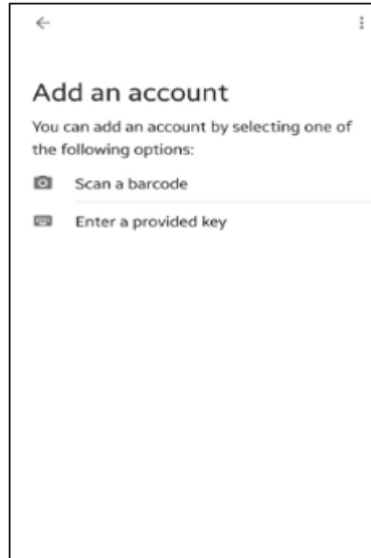
1. Login to the EventTracker from your computer with user name and password.
Two-factor Authentication Using Authenticator page opens.

Note: This page is displayed only when your administrator has enabled 2FA for your account.

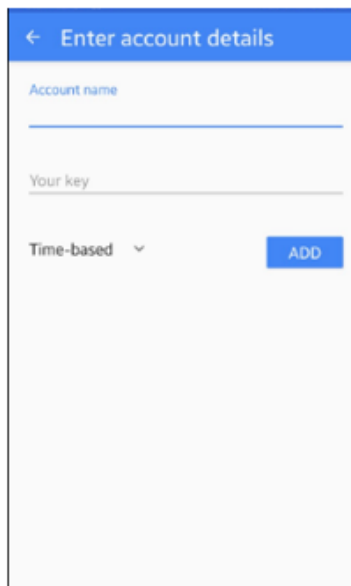
2. Select **Using Secret key** option. Secret key is generated.



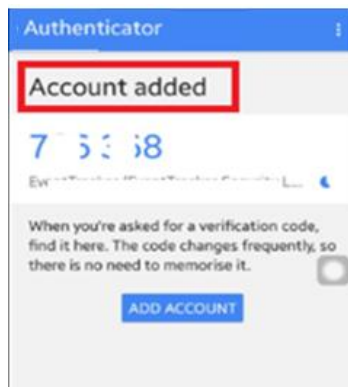
3. On Authenticator App, tap the **Enter a provided key** option on your phone.



4. **Enter account details** screen opens. Provide the Account name of your choice and the key. once the account name of your choice and the key is entered click **Add**.



The following screen opens and a PIN is generated.



5. Enter the PIN and click **Next**. You will successfully log into EventTracker.

2. Logging into EventTracker after setting up 2FA

Now, each time when you login to the EventTracker with the username and password, you are prompted to enter the authentication PIN available on Authenticator app.

3. Enabling 2FA option in EventTracker v9.3

Note: This section is for EventTracker Admins and User Management admins who manages the users in EventTracker.

To enable 2FA option in EventTracker v9.3.

1. Log into EventTracker and click **Admin** and then click **Manager**.
2. The **Manager** page opens. Scroll down and enable 2FA authentication.

Alert Events

- Enable alert notification status Enable remedial action
- Turn off alerts Turn off filters
- Enable alert events cache for analyzing alerts
- Purge events from cache older than days
- Suppress duplicate alerts
- Alert suppression interval seconds
- Maximum number of alerts allowed
- Enable alert email header
- Alert email header
- Enable alert email footer
- Alert email footer
- Enable alert email subject prefix
- Alert email subject prefix
- HTML Template
- Generate alert based only on threat level

Configuration

KB website News Url Contact Url

ETVAS Uri ntoping Uri Intrusion Detection System Uri

Honeynet Uri

Check for knowledge base updates Show copyright Show help/about menu

Reputation & Geolocation Configuration

IP Reputation provider IP Geolocation provider

Keyword Indexer

Enable keyword indexing Local indexing service Remote indexing service

Correlation Receiver

Send results of all correlation rules to port

Cost Savings

Collect cost savings information

Usage data

Collect usage data

Logon Banner

Notes

PSA/RMM Integration

Enable PSA/RMM integration configuration
Note: After enabling PSA/RMM integration configuration, please logout and login into the application to view the PSA/RMM integration option under Admin menu.

Enable DNS lookup for IP Addresses

Enable process lookup for applications

Unknown Process Detection

Enable unknown process Lock up in NSRL

Archiver

Archiver at Group level

Two-factor authentication (2FA)

- Enable 2FA
- Apply for all interactive users
- Apply for all interactive users

Save Cancel

Netsurion EventTracker Server Time: Jul 07 12:52 PM Response: 0.262 secs © 1999 - 2021 EventTracker

- Enabling the 2FA option also enables the option **Apply for all interactive users**.



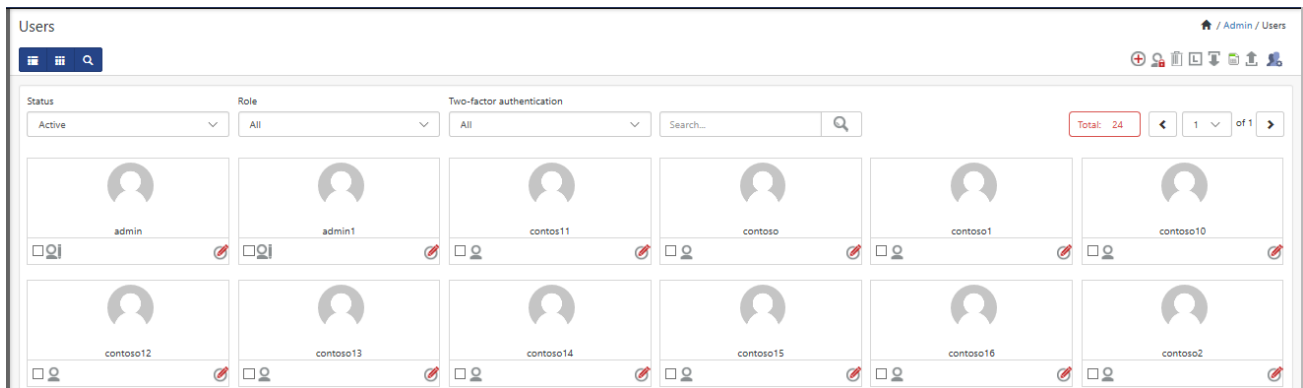
This will enable 2FA for all the interactive users excluding EventTracker admins.


- You can also disable the option **Apply for all interactive users** if you decide not to apply 2FA for any users. This option is helpful if you want to control the 2FA for individual users.

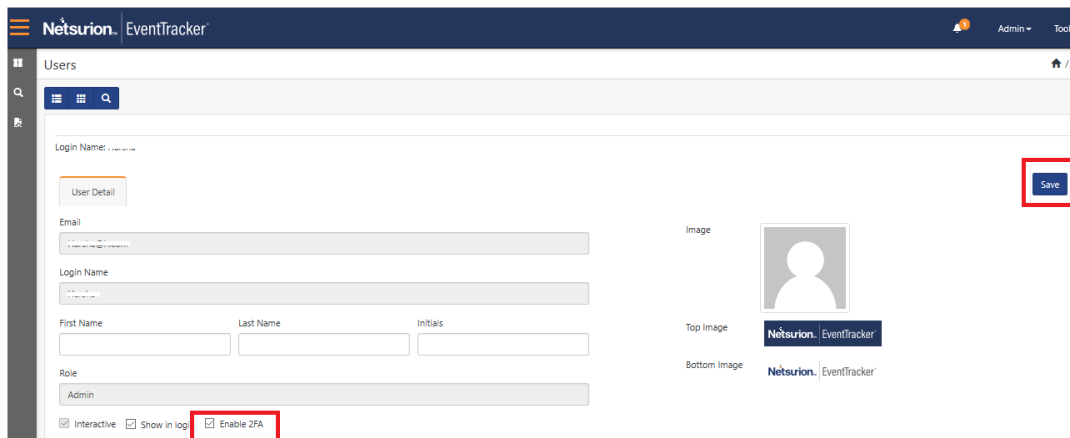
3.1 Enabling 2FA for Individual user

This feature is applicable to EventTracker Admins, MSP Admins, MMSP Admins and those who manage the Users.

- Click **Admin->Users**. The users page opens.



- To Enable/Disable the 2FA authentication option for individual user level, Click Edit  icon. Edit page opens and you can enable or disable 2FA for the users.

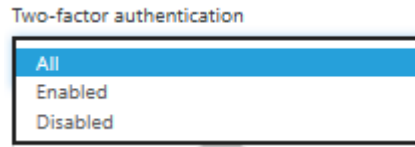


- Disabling 2FA will allow the user to log into EventTracker with just user name and password.

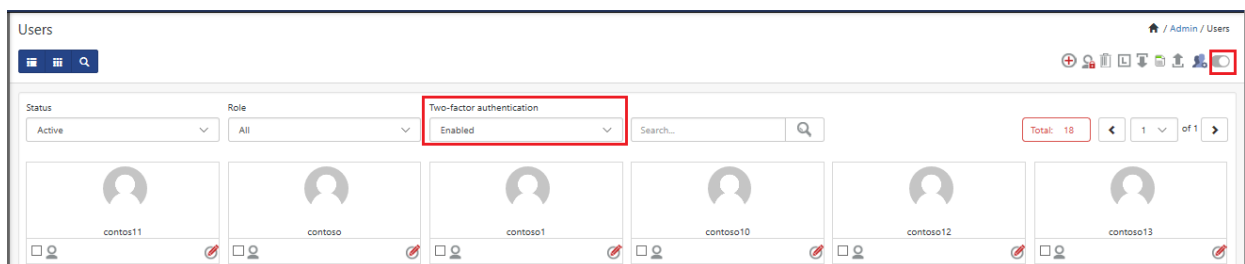
3.2 Enabling 2FA for all users using Bulk option

This feature is applicable to EventTracker Admins, MSP Admins, MMSP Admins and those who manage the Users.

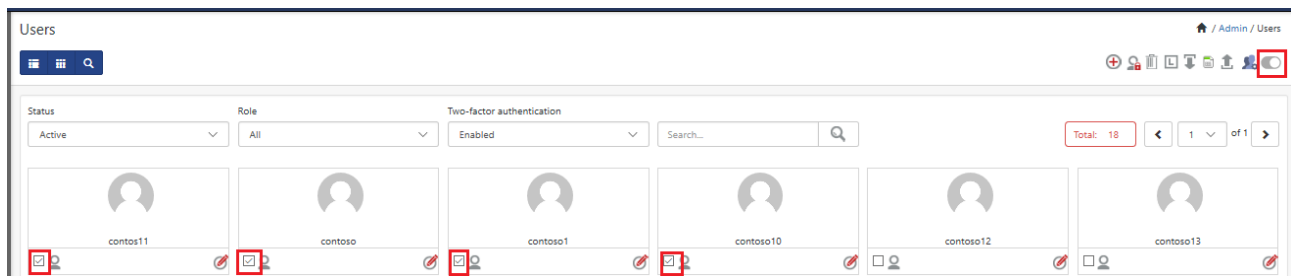
1. Click Two-factor authentication drop down, choose **All** to display all the users.



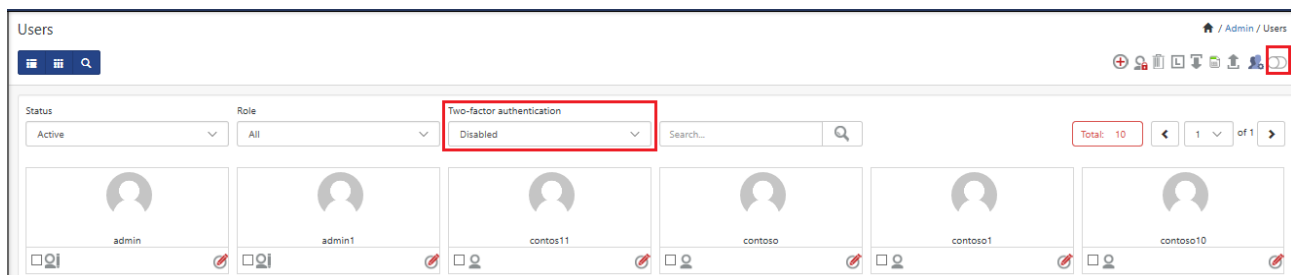
2. Chose **Enabled**, all the Two-factor authentication enabled users are displayed.




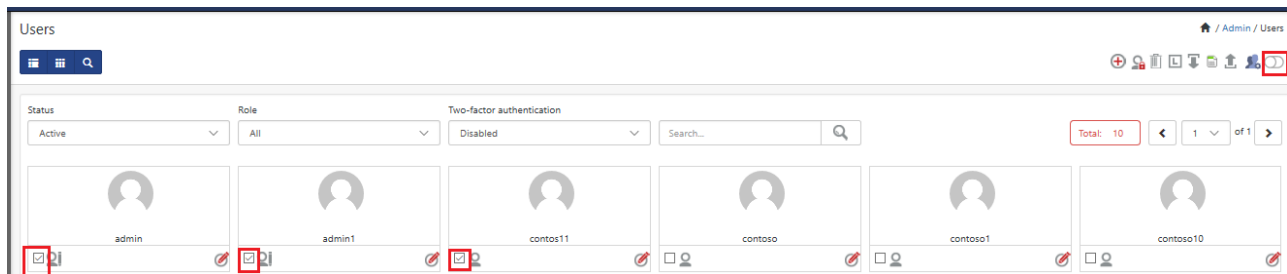
3. Select multiple users you want to disable 2FA, and click the  icon on the right top corner.



4. Choose **Disabled**, all the Two-factor authentication disabled users are displayed.



- Select multiple users you want to enable 2FA on, and click the  icon on the right top corner.



4. FAQ's

1. What shall I do if I have more than one EventTracker application logins?

You need to configure different account in the Authenticator App. By default, Account Name is set to the login URL domain. However, you can choose to select your own Account Name as per your convenience.

2. What shall I do if I accidentally delete the account configured on Authenticator App?

Please contact your EventTracker Administrator to reset the 2FA for your account. Once reset, you will be presented with 2FA configuration screen upon your login to EventTracker application.

3. What shall I do if I lost my mobile or get a new mobile?

Please contact your EventTracker Administrator to reset the 2FA for your account. Once reset, you will be presented with 2FA configuration screen upon your login to EventTracker application.

About Netsurion

Flexibility and security within the IT environment are two of the most important factors driving business today. Netsurion's cybersecurity platforms enable companies to deliver on both. Netsurion's approach of combining purpose-built technology and an ISO-certified security operations center gives customers the ultimate flexibility to adapt and grow, all while maintaining a secure environment.

Netsurion's [EventTracker](#) cyber threat protection platform provides SIEM, endpoint protection, vulnerability scanning, intrusion detection and more; all delivered as a managed or co-managed service.

Netsurion's [BranchSDO](#) delivers purpose-built technology with optional levels of managed services to multi-location businesses that optimize network security, agility, resilience, and compliance for branch locations.

Whether you need technology with a guiding hand or a complete outsourcing solution, Netsurion has the model to help drive your business forward. To learn more visit [netsurion.com](https://www.netsurion.com) or follow us on [Twitter](#) or [LinkedIn](#). Netsurion is #19 among [MSSP Alert's 2020 Top 250 MSSPs](#).

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