

# Audit Log

The audit log is a crucial investigative tool in the Intranet and records actions performed on a site by users across applications.

It maintains a historical record of changes or updates made, acting as a reference point to resolve support issues or assist investigations.

A certain timeframe (x days) of data remains searchable in the Intranet itself in Admin > Audit > View log, anything outside this timeframe is archived into a downloadable log instead.

The value of x will depend on the size of your user base, but commonly this is 30 days.

Not all Intranet actions are captured, if one is missing that you think is useful to have please let us know in asupport ticket and we can investigate adding this in :)

## Why is this useful?

When managing an Intranet situations can arise where it is important to know who performed a change and when.

The audit log can be searched (and its data downloaded) to obtain this information as well as answer other questions about applications generally to shed light on a situation.

e.g.

- Did an action succeed or fail?
- Was an expected Infocapture notification sent?
- Did a user view/edit/delete something?
- Did users log in on a certain date?

## Access

The audit log can only be accessed by Application Administrators.

They can be set by sysadmins of a site from Admin > System > Administrators, so if you are not already one your sysadmin can give you this status.

## Reviewing the data

An application administrator can access the audit log via Applications > Admin > Audit

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	Admin ⑦						
			Q Search	applications			
	System	Announcements	Audit &	وَنَيْ Audit Manager	<b>P</b> Badges	Biog	Buttons
	Calendar	ar clarotour Communication		Compliance	Courses	Design	Digital Assets
	Discuss	iscuss Documents Events		Expenses Extranets		Forum	Holidays
	HR HR	Image Gallery	InfoCapture	Knowledge Base	Learning	Imstriggers	) Menu Builder

You will then be presented with the following options:

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Home Company v Department v Dashboards	✓ E-Form Examples ✓	Learning	Projects	Book a Demo						
Admin > Audit										۲
Ht Configure audit										
i≣ View logs										
C View archived logs										
Configure Ranks										

# **Configure Audit**

This area is used to set the timeframe (x days) before data will archive into logs rather than remain searchable in the Intranet.

You can also decide which applications to include in the log and set any scores against actions if you want to use the ranking system.

Generally, once this area has been set up it isn't regularly accessed or changed.

## - Archived log timeframe

By default, this is set at 30 days. This means only the last 30 days of data are searchable in the Intranet itself, anything outside this has been archived into a downloadable log.

This is important to remember when investigating research questions so you know whether to search in the system or in an archived log for the action you are interested in.

If your site has a large user base reducing this value is recommended so logs are archived more frequently.

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Home	Company 🗸	Department 🗸	Dashboards 🗸	E-Form Examples 🗸	Learning	Projects	Book a Demo							
•	Admin > Audi	t > Configure au	dit											۲
Numb	ber of days to ke Save	ep logs in datab	ase before movin	g them to a file										

## - Decide which applications should be included in the log

As standard all applications and their actions are included, click on each application to expand it and see its recorded actions.

If you find some are unnecessary or you do not wish to track them in the log, deselect them and save the page to apply.

Admin > Audit > Configure audit		۲
Number of days to keep logs in database before moving them to a file 30 Sove		
Events to log (Expand all / Collapse all )	2	Rank value
System		
login		0
Logout	2	0
General error	2	0
Ucensing	•	0
Users		0
Login *		0
Logout*	2	0
Config updated	2	0
Plugin status	2	0
Documents		
Docs Folders	•	
Search		
People		

*Please note:* If an action or application is not included it will NOT be captured and won't appear in the audit log to assist any related support investigations.

For smaller user bases (under 1,000 users) we would recommend having every application and action selected, with this set to be archived every 30 days.

For larger user bases, we would recommend including only the most important actions and/or a shorter archiving age e.g. every 2-5 days.

## - Give certain intranet action points to encourage engagement

Use the 'Rank Value' column to assign points to certain Intranet actions you want to see from your user base.

When users start gathering points any rank they achieve can be displayed on their profile.

For more details on configuring this - please visit the 'Configure Ranks' section of this article further down this page.

Admin > Audit > Configure audit		
Number of days to keep logs in database before moving them to a file 30 Save		
Events to log ( Expand all / Collapse all )	۵	Rank value
System	8	
Login	8	0
Logout	8	0
General error	8	0
Jcensing	8	0
Jsers	2	0
login *	2	0
ogout *	8	0
Config updated	8	0
Plugin status	۵	0
Documents	0	
20rs Enklars		
Search		
People	2	
Communication	8	
tews	8	
Add news	8	20
Edit news	8	0
Approve	8	0
Delete news	2	0

# **View Logs**

This is where the last x days of information the log has recorded can be searched.

If you want to trace information about a recent action this is the first port of call.

The log filters can be set up to fulfil your research question and return only relevant data (rather than everything at once)

(For any action in the past and outside the searchable log age, you will instead need to search archived logs)

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rom 🕅 03-04-2024 00:00 🗆 To 📰 03-04-2024 10:58	
2	
ll items 3 ~ All items ~	
Comma (,) ○ Semicolon (;) Get CSV file	
tow 5	
3	s om © 03-04-2024 00000 to © 03-04-2024 10:58 2 2 12 12 12 10:58

**1.** Select the date range you are interested in searching to filter the log (the site can only show x days' worth of information depending on the archiving age that has been set, for any query outside this you need to check the archived logs)

2. Enter a username you are interested in to filter results to only include them (if applicable)

3. If known select the category and action you are interested in to filter the log to only these for easier searching. Leaving this as 'All items' will generate a log of every recorded action, which can sometimes be useful too.

4. A CSV file stores data in rows and the values in each row are separated with a separator, also known as a delimiter. Although the file is defined as Comma Separated Values, the delimiter could be anything. We recommend leaving this as a 'comma'.

5. Once you have set up all the filters to your liking, click this to generate the log and see the recorded actions listed.

6. For easy searching offline or for your records, download the log you created as a CSV file.

## Example

I need to know who has logged in to the Intranet this morning:

Admin > Au	idit > View logs							•
	🗹 From	03-04-2024	07:00	то 🖾 03-	04-2024	10:55		
User name								
Category	System	n	~ Login	~				
CSV delimiter	🖲 Comn	na (,) 🔿 Semicolon	(;) Get CSV fil	e				
	View							
Date/Time	User name	Impersonated user	IP address / Proxy IP	Туре	Category	Subcategory	Object	Details
03-04-2024 10:36	Claromentis Administrator		161.35.160.204	SUCCESS	System	Login	'Claromentis Administrator' (Object ID: 1)	User 'Claromentis Administrator' (#1) logged in through a web form (LoginHandlerHtmlPlain)

I have set the 'from' date filter to only be from 7 am today onwards as that's the timeframe I am interested in.

I don't need to search by a specific user (unless I want to check for a certain person)

I have filtered the log to only include log-in data by setting the appropriate category and action.

After clicking 'View' the log has been generated and I can see who has logged in.

I can download the log to a CSV if necessary to search it quickly or for specific users.

Follow the above process for any audited action to answer your research questions.

As any administrator of the Audit log can perform searches, it is a really handy tool to use for investigations in the first instance as it offers more information about actions.

# **View Archived Logs**

This is where archived logs are stored and can be downloaded so their actions can be searched.

#### An archived log will be created once x days are reached.

Admin > Audit > View archived logs		•
Archived logs		
Archive log date	Action	
2024-03-13	Download	
2023-10-16	Download	
2023-08-18	Download	
2021-12-12	Download	
2021-11-12	Download	
2021-10-13	Download	
2021-09-13	Download	
2021-08-14	Download	
2021-07-15	Download	

The date against each log represents when it was archived based on the x value.

For the default of 30 days archived logs content will be all actions 60 days before that date, as the latest 30 will remain searchable in the Intranet.

e.g. An archived log titled 2024-01-29 with an archiving date of 30 days will contain data from 30th November 2023 to 30th December 2023, with the latest 30 days (up to the present day in January 2024) remaining searchable in system.

This repeats every 30 days, with data archiving and the latest 30 days remaining searchable in system.

# **Configure Ranks**

Create titles for users to achieve when they reach a certain number of points for performing Intranet actions.

The values of actions can be set in the Audit > Configure Audit area.

Whereas in this area (Audit > Configure Ranks) you can give those points titles to gain once the points threshold has been reached.

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Home Company - Department - Dashboards - E-Form Examples - Learning	Projects Book a Demo		
Admin > Audit > Configure Ranks			۲
User rank name is the name with highest value that is below the user rank value.			
Rank name		Rank value	Delete
Intranet Apprentice		300	0
Intranet Intermediate		1000	0
Intranet Master		3000	0
Add new Rank			
Save			

To display this on user profiles, ensure the 'User Rank' profile field is set to appear in the 'View My profile' area.

Ranks will pull through once achieved as below:

People > Profile			Q	5
Clarome System Adm	entis Administrator Inistrator	ď	Tweets Manager	
Profile	Intranet Master (3000) Endorsements		Human Resources Manager  Direct Reports  Jacob Black	
Address	No endorsements yet 6th Floor Vontrage Point, New Ingland Rd, Brighton, Bri dow		Badges	
Landline	+44 0800 409 6101			
Preferred contact method	Email			
LinkedIn	claromentis-Itd			
Twitter	claromentis			

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