

Office 365® and Azure® Active Directory®
Auditing 6.9

User Guide



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Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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Office 365 and Azure Active Directory Auditing Overview

- [Introduction](#)
- [System overview](#)
- [Client components and features](#)
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Introduction

Change Auditor provides extensive, customizable auditing of critical activities and detailed alerts about vital changes taking place in Microsoft Office 365 Exchange Online, SharePoint Online, OneDrive for Business, and Azure Active Directory. Continually being in-the-know helps you to prove compliance, drive security, and improve uptime while proactively auditing changes to configurations and permissions.

You can generate intelligent, in-depth reports, protecting you against policy violations and avoiding the risks and errors associated with day-to-day modifications. By correlating accounts across the on-premises and cloud environment, you can easily search all events regardless of where they occurred.

Change Auditor's consolidated audit platform, which is not available with native tools, enhances your ability to secure your directory and resources. Specifically, Change Auditor provides:

- Detailed information giving you the Who, What, Where, and When for every event.
- Single console and event format across all platforms.
- Standardized search allowing you to search by any key field.
- Consolidated view of on-premises and cloud activity.
- Correlated on-premises and cloud identities for synchronized environments.
- Ability to create alerts on any event for both on-premises and cloud activity.
- Ability to store audit data indefinitely for compliance purposes.

This guide has been prepared to assist you in becoming familiar with auditing Office 365 and Azure Active Directory. It is intended for network administrators, consultants, analysts, and any other IT professionals using the product.

- For information on the core functionality available in Change Auditor regardless of the product license that has been applied, see the Change Auditor User Guide and the Change Auditor Installation Guide.
- For event details, see the Office 365 and Azure Active Directory Event Reference Guide.

System overview

To audit Office 365 and Azure Active Directory, Change Auditor agents require access to the tenant. A web application, which is an Azure Active Directory object, is used to grant this access to external programs, such as Change Auditor.

In addition, to configure and maintain Exchange Online mailbox auditing, Change Auditor agents must be granted access to the Exchange Online organization.

The following describes the integration points and process required for auditing:

- 1 Users configure an Office 365 or an Azure Active Directory auditing template and select an agent to receive events. The following credentials are required:
 - An account with the Global Administrator role. This account is used to create the web application and assign the required permissions for Change Auditor to perform auditing. After the web application is created, the credentials are no longer used. The agent retrieves the web application ID and key and securely stores them. The agent uses the ID and key to retrieve events from Office 365 and Azure Active Directory.
 - For Office 365 Exchange Online auditing, an account with the Exchange Administrator role is also required. This account is used to configure the mailbox auditing settings in the tenant that are defined in the template (such as enabling auditing of owner activity). The agent periodically uses these credentials to validate or update auditing settings, so they are securely stored in Change Auditor.
- 2 The agent connects to the tenant and creates the web application.

For Office 365 Exchange Online, the agent also connects to your Exchange Online organization and configures mailbox auditing.
- 3 The agent periodically gathers events.

For Office 365 Exchange Online, the agent also retrieves mailbox auditing settings to validate configuration.
- 4 The agent processes events and forwards them to the coordinator.
- 5 The coordinator forwards events to the Change Auditor database.

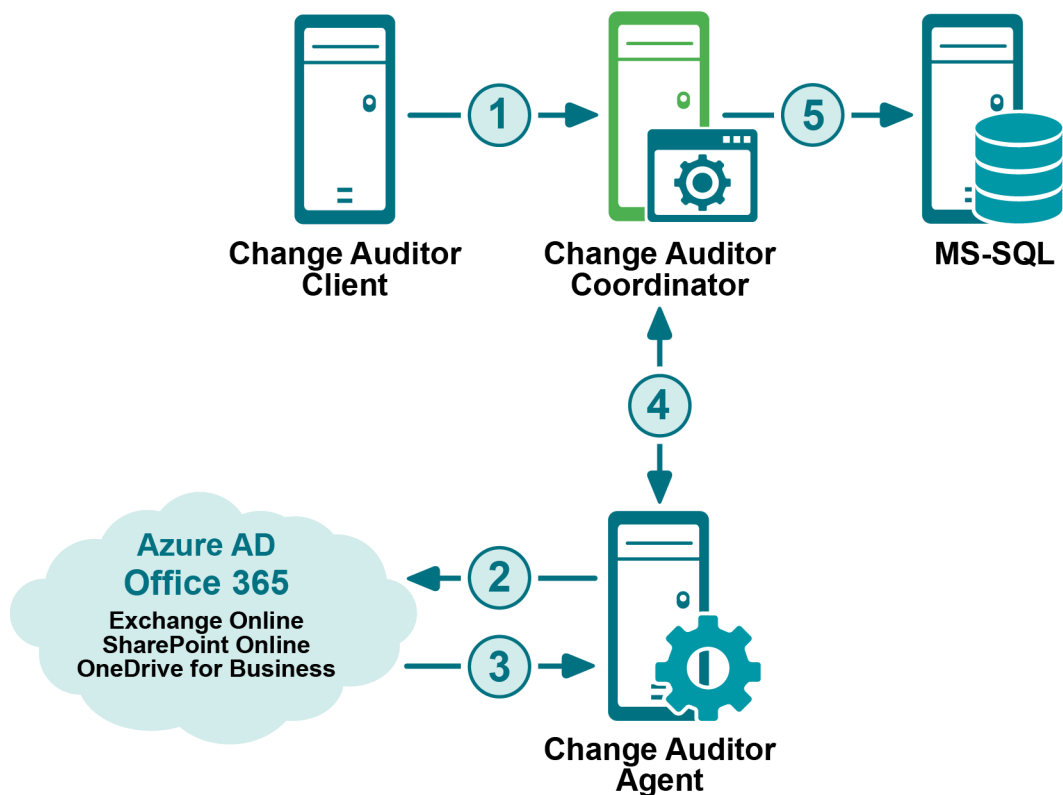


Figure 1. Change Auditor and Office 365/Azure Active Directory integration required for auditing

Client components and features

The following table lists the client components and features that require a valid Change Auditor for Exchange, Change Auditor for Active Directory, Change Auditor for SharePoint, and Change Auditor for Logon Activity license. You are not be prevented from using these features; however, associated events are not captured or enforced unless the proper license is applied.

- NOTE:** To hide unlicensed Change Auditor features from the Administration Tasks tab (including unavailable audit events throughout the client), select **Action | Hide Unlicensed Components**. This command is only available when the Administration Tasks tab is the active page.

Table 1. Client components and features

Client Page	Feature
Administration Tasks Tab	Audit Task List: <ul style="list-style-type: none"> • Azure Active Directory • Office 365
Event Details Pane	What Details: <ul style="list-style-type: none"> • Mailbox (Exchange Online Mailbox) • Folder (Exchange Online Mailbox) • Cmdlet (Exchange Online Administration) • Operation (SharePoint Online and OneDrive for Business) • Object (Exchange Online Administration, SharePoint Online, and OneDrive for Business)
Events	Facilities: <ul style="list-style-type: none"> • Office 365 Exchange Online Administration • Office 365 Exchange Online Mailbox • Office 365 SharePoint Online • Office 365 OneDrive for Business • Azure Active Directory — Application • Azure Active Directory — Administrative Units • Azure Active Directory — Device • Azure Active Directory — Directory • Azure Active Directory — Group • Azure Active Directory — Policy • Azure Active Directory — Risk Event • Azure Active Directory — Role • Azure Active Directory — Sign-in • Azure Active Directory — User • Azure Active Directory
Search Properties	What Tab: <ul style="list-style-type: none"> • Subsystem Office 365 • Subsystem Azure Active Directory
Searches Page	Built-in Reports: <ul style="list-style-type: none"> • All reports that include the events in the Office 365 Exchange Online, Office 365 SharePoint Online, Office 365 OneDrive for Business, and Azure Active Directory facilities.
Alert Custom Email Dialog Exchange Online only.	Add Owner(s) of Non-Owner Events option — to send an alert to the Exchange Mailbox owner when another user accesses their mailbox.

Deployment requirements

To successfully audit and report on events, ensure that your environment meets the minimum system requirements and you have reviewed the deployment information.

- [System requirements](#)
- [License requirements](#)
- [Auditing and agent considerations](#)

- [Auditing in synchronized environments](#)
- [Upgrading Change Auditor](#)

System requirements

For information about system requirements, see the Change Auditor Release Notes. For details on installing Change Auditor, see the Change Auditor Installation Guide.

License requirements

Change Auditor stops collecting events if a license expires. After you apply a license, the agent collects available events from the tenant that were missed. The Office 365 and Azure Active Directory events are retained in the tenant for a specific period depending on your subscription type. If this period elapses before a new license is applied, some events are lost.

Table 2. License requirement

Auditing option	License requirement
Exchange Online	Change Auditor for Exchange
SharePoint Online OneDrive for Business	Change Auditor for SharePoint
Azure Active Directory	Change Auditor for Active Directory
Azure Active Directory sign-ins Azure Active Directory sign-in risk event	Change Auditor for Logon Activity User

To verify that the correct license is applied:

- 1 From the member server where the coordinator is installed, start the License Manager (**Start | All Programs | Quest | Change Auditor | License Manager**).
- 2 On the About Change Auditor dialog, verify that the **License Status** field is set to 'Installed' for the appropriate module — Change Auditor for Exchange, Change Auditor for SharePoint, Change Auditor for Active Directory, or Change Auditor for Logon Activity User.
- 3 If the **License Status** field indicates that a license is 'Uninstalled', click **Update License** to locate and apply the appropriate license.

Auditing and agent considerations

When auditing Office 365 and Azure Active Directory, keep the following in mind:

- Occasionally duplicate auditing events are produced. This can occur when a service disruption requires that Microsoft administrators replay database transaction files to ensure that no events are lost. Change Auditor removes duplicated events that come in at the same time, but if an event that has already been sent to our database is sent again from Office 365 it is displayed as a duplicate.
- Auditing settings that have been previously configured in the tenant for Exchange Online by third-party software are overwritten by the auditing setting specified in the Office 365 template when the configuration is applied.
- Change Auditor collects Microsoft's audit logs, and as a result the events and details reported are limited to what these logs provide.

- Change Auditor checks for new Azure Active Directory events every 15 minutes and for new Office 365 events every 10 minutes.
- You can create multiple Azure Active Directory or Office 365 templates to monitor multiple tenants; however, you must select a different agent for each template. A single agent cannot monitor multiple tenants. A single agent can audit both Azure Active Directory and Office 365 against the same tenant.
- If your organization uses a proxy server to connect to the internet, you must configure the Proxy Server settings on the Agent Configuration page to audit Azure Active Directory and Office 365 targets.
- The following URLs must be accessible for cloud auditing to be fully functional:
 - <https://login.microsoftonline.com>
 - <https://graph.windows.net>
 - <https://graph.microsoft.com>
 - <https://manage.office.com>
 - <https://outlook.office365.com/powershell-liveid/>

Auditing in synchronized environments

Microsoft allows you to map identities between on-premises applications and cloud services. This is done by synchronizing your on-premises directories with Azure Active Directory using a Microsoft synchronization tool. When auditing Office 365 or Azure Active Directory in this synchronized environment, Change Auditor provides extra event details by mapping identities.

The following conditions must be met for Change Auditor to perform the mapping:

- Synchronization performed with Azure Active Directory Connect (AD Connect).
- Azure AD Connect synchronization process is active in your on-premises environment and directory sync is active in your cloud environment.
- Office 365 or Azure Active Directory auditing template has been created to audit your online environment that is being synchronized with the on-premises Active Directory.
- The agent that is specified in the auditing template must be a member server of the forest being synchronized with the Azure Active Directory.

i | **NOTE:** When synchronizing multiple forests into a single tenant, Change Auditor only provides additional information for the identities in the forest where an agent performing the Office 365 auditing is installed.

Upgrading Change Auditor

When you upgrade from Change Auditor version 6.9.0 or earlier:

- Previously created Exchange Online auditing templates are deleted and will no longer display in the client.
 - Agents previously assigned to audit Exchange Online stop auditing the Office 365 Exchange Online tenant.
- i** | **NOTE:** You can still search and report on previously captured events. All legacy events are shown in either the Office 365 Exchange Online Mailbox facility or the Office 365 Exchange Online Administration facility.
- The Shared\Built-In\Exchange Online search folder is only available if it contained previously created Exchange Online custom searches.
 - To capture sign-in risk events, you need to create a new template and select the Sign-ins option. These events are not captured automatically by an existing Azure Active Directory template.

To capture new events with Office 365 and avoid losing any audited activities, after an upgrade:

- 1 Upgrade existing agents to the latest version.
- 2 Create an Office 365 auditing template and configure Exchange Online auditing.

Configuring Office 365 and Azure Active Directory auditing

- [Managing Office 365 templates](#)
- [Managing Azure Active Directory templates](#)

Managing Office 365 templates

Change Auditor audits activity for Exchange Online, SharePoint Online, and OneDrive for Business that corresponds to the events in the Office 365 Security & Compliance Center unified audit log. Change Auditor allows you to easily track, report, and create alerts on activities such as:

- When Exchange Online mailboxes are created, deleted, and accessed.
- Permission changes to see which users are granted access to a mailbox.
- Mailbox activity by non-owner such as messages sent, read, deleted, and folders deleted
- Mailbox activity by owner for sensitive and high value mailboxes.
- When files and folders are accessed, created, deleted, uploaded, moved, renamed, and checked in and out of SharePoint Online and OneDrive for Business sites.

For a complete list of events, their description, and default severity see the Change Auditor Office 365 and Azure Active Directory Event Reference Guide.

Office 365 auditing page

The Office 365 auditing page contains a list of auditing templates that define the Office 365 services and Exchange Online mailboxes to audit. The page displays when you select **Office 365** from the Auditing task list in the navigation pane of the Administration Tasks page.

i | **NOTE:** Authorization to use the administration tasks on the Administrations Tasks tab is defined using the Application User Interface page under the Configuration task list. If you are denied access to the tasks on this page, see the Change Auditor User Guide for more information about how to gain access.

The following information is displayed for each template:

Template

Displays the name assigned to the auditing template when it was created. This name is the same as your tenant initial domain name.

Status

Indicates whether the auditing template is enabled or disabled.

All Administrative Events

Indicates whether all Office 365 Exchange Online administrative events are monitored.

All Non-Owner Events

Indicates whether all Office 365 Exchange Online mailboxes are monitored for activities performed by users other than the mailbox owner.

Create an Office 365 auditing template

The following section describes the steps to create a template and the required web application so you can begin to audit the Office 365 activity.

i | **NOTE:** If necessary, you can use an existing web application when you create a template by specifying the web application ID and key. For details, see [Creating an Office 365 template with an existing web application](#).

To create a template

- 1 Open the Administration Tasks page.
- 2 Click **Auditing**.
- 3 Select **Office 365** (under Applications).
- 4 Click **Add** to open the auditing wizard.
- 5 Under Authentication Configuration, enter the credentials of an Office 365 account in UPN format (for example, <UserName>@<OrganizationName>.<onmicrosoft.com>) with the Global Administrator role. This account is used to create the web application and register Change Auditor in the tenant.
- 6 Select the Office 365 services to audit.
- 7 Click **Select agent** to view available agents and whether they are assigned to an Office 365 auditing template. The Office 365 cell contains 'None' if an agent is not assigned to a template, or 'Auditing' if it is assigned to a template. From this list, select the agent to capture the events and click **OK**.
 - i** | **NOTE:** You cannot use an agent that is already assigned for Office 365 auditing.
 - i** | **IMPORTANT:** See the Change Auditor Release Notes for ports that must be opened on the agent server.
- 8 If you have selected to audit only SharePoint Online or OneDrive for Business activities, click **Finish** to create the template.

However, if you have selected to audit Exchange Online, you now must enter the credentials required to configure mailbox auditing settings. Click **Next**.
- 9 Under Exchange Online Auditing Configuration, enter the credentials of an Office 365 account in UPN format (for example, <UserName>@<OrganizationName>.<onmicrosoft.com>) with the Exchange Administrator role. You can also select to use the Global Administrator account used to register Change Auditor in the tenant.
- 10 Click **Next** to select the activities to audit within the Exchange Online organization.
- 11 Choose the activities to audit.

Table 3.

Available auditing events	Description
All administrative events	All changes made by administrators to the Office 365 Exchange Online organization.
All mailboxes for non-owner events	<p>By default, only activities performed by users other than the mailbox owner (non-owner activity) are audited. You can however, disable this option and audit only specific mailboxes.</p> <p>NOTE: When Change Auditor creates a template with default settings, it turns on mailbox non-owner activity auditing settings for every mailbox in your tenant.</p> <p>When you disable this option:</p> <ul style="list-style-type: none">• Mailbox non-owner activity auditing settings for every mailbox in your tenant are disabled as well.• Only the mailboxes specifically added to the template through your selection are audited.• This may affect other systems that rely on having auditing enabled.

Table 3.

Available auditing events	Description
Select mailboxes	<p>NOTE: Before you can select to audit individual mailboxes or update the configuration to audit owner events, select Finish to create the template.</p> <p>To add and remove individual mailboxes:</p> <ol style="list-style-type: none"> 1 Click Select mailboxes. 2 To add a mailbox: <ol style="list-style-type: none"> a Enter the first letter or letters of the display name (not the mailbox name) in the top search field and click Search. b Select the appropriate entry from the mailbox results and click Add. 3 To remove a mailbox <ol style="list-style-type: none"> a Enter the first letter or letters of the display name (not the mailbox name) into the bottom search field and click Search. b Select the appropriate entry from the lower mailbox window and click Remove. <p>You can refine your mailbox search by selecting Non-Owner Only, Owner, or All. (Owner includes mailboxes enabled for both owner and non-owner activity.)</p> <p>NOTE: If you change the mailbox display name, email address, or UPN for a mailbox currently in a template, the auditing of the mailbox continues; however, the old mailbox settings display in the Change Auditor template. To see the new values, remove the mailbox and add it again.</p>
Owner events	<p>To optionally add owner auditing on specific mailboxes, enable the Include Owner Activity option.</p> <p>The "Owner Activity" audited on a configured mailbox include folder, message, and login events.</p> <p>IMPORTANT: Quest recommends that you select owner auditing for critical mailboxes only. Owner auditing for many mailboxes produces many events that may affect performance.</p> <p>To add or remove owner auditing on specific mailboxes:</p> <ol style="list-style-type: none"> 1 Enter the first letter or letters of the display name (not the mailbox name) into the bottom search field and click Search. 2 Locate the required mailbox to enable or disable to Include Owner Activity as required. <p>You can refine your mailbox search by selecting Non-Owner Only, Owner, or All. (Owner includes mailboxes enabled for both owner and non-owner activity.)</p>

i **NOTE:** When you add and remove individual mailboxes for auditing or select to enable or disable owner auditing, the changes to the template are saved immediately. They are effective after the agent configuration is updated.

12 Click **Close**.

13 Click **Finish**. The template name is automatically set to your tenant initial domain name.

When the agent's configuration is updated, it may take some time (approximately 1 second per mailbox) for it to be applied and the auditing to start after a template is created or modified.

Edit a template

This section describes the steps to add or remove an Office 365 service to audit; update the account used by the agent to maintain Exchange Online auditing configuration; and update the mailboxes and type of Exchange Online events to monitor.

To select a new agent, you must create a new template or use the `Set-CAO365Template` command through PowerShell. (See the [Change Auditor PowerShell Command Guide](#) for details.)

To edit an Office 365 auditing template

- 1 Open the Administration Tasks page.
- 2 Click **Auditing** button.
- 3 Select **Office 365** (under Applications).
- 4 Select the template and click **Edit** to open the auditing wizard.
- 5 Add and remove the services to audit as required. Choose between Exchange Online, SharePoint Online, and OneDrive for Business.
 - i** | **NOTE:** When you remove a service, the agent stops auditing its activity. If you later enable auditing, you cannot access events generated when auditing was disabled.
- 6 If you have selected Exchange Online, click **Next** to update the auditing configuration account password or enter a new auditing configuration account. The account must be a user with the Exchange Administrator role.
- 7 Click **Next** to update the events to audit.

Table 4. Available activities to audit

Available auditing events	Description
All administrative events	All changes made by administrators to the Exchange Online organization.
All mailboxes for non-owner events	By default, only activity performed by users other than the mailbox owner (non-owner activity) are audited. You can however, disable this option and audit only specific mailboxes. NOTE: When Change Auditor creates a template with default settings, it turns on mailbox non-owner activity auditing settings for every mailbox in your tenant. When you disable this option: <ul style="list-style-type: none">• Mailbox non-owner activity auditing settings for every mailbox in your tenant are disabled as well.• Only the mailboxes specifically added to the template through your selection audited.• This may affect other are systems that rely on having auditing enabled.

Table 4. Available activities to audit

Available auditing events	Description
Select mailboxes	<p>To add and remove individual mailboxes:</p> <ol style="list-style-type: none"> 1 Click Select mailboxes. 2 To add a mailbox: <ol style="list-style-type: none"> a Enter the first letter or letters of the display name (not the mailbox name) in the top search field and click Search. b Select the appropriate entry from the mailbox results and click Add. 3 To remove a mailbox <ol style="list-style-type: none"> a Enter the first letter or letters of the display name (not the mailbox name) into the bottom search field and click Search. b Select the appropriate entry from the lower mailbox window and click Remove. <p>You can refine your mailbox search by selecting Non-Owner Only, Owner, or All. (Owner includes mailboxes enabled for both owner and non-owner activity.)</p>
Owner events	<p>To optionally add owner auditing on individual mailboxes, enable the Include Owner Activity option.</p> <p>The "Owner Activity" audited on a configured mailbox include folder, message, and login events.</p> <p>IMPORTANT: Quest recommends that you select owner auditing for critical mailboxes only. Owner auditing for many mailboxes produces many events that may affect performance.</p> <p>To add or remove owner auditing on individual mailboxes:</p> <ol style="list-style-type: none"> 1 Enter the first letter or letters of the display name (not the mailbox name) into the bottom search field and click Search. 2 Locate the required mailbox to enable or disable to Include Owner Activity as required. <p>You can refine your mailbox search by selecting Non-Owner Only, Owner, or All. (Owner includes mailboxes enabled for both owner and non-owner activity.)</p>

i **NOTE:** When you add and remove individual mailboxes for auditing or select to enable or disable owner auditing, the changes to the template are saved immediately. They are effective after the agent configuration is updated.

- 8 Click **Close**.
- 9 Click **Finish** to apply the updates.

When the agent's configuration is updated, it may take some time (approximately 1 second per mailbox) for it to be applied and the auditing to start after a template is created or modified.

Disable a template

Disabling a template temporarily stops auditing activities without having to remove the template.

- NOTE:** Change Auditor stops collecting events if a license expired, the template is disabled, or the agent stops. After you apply a valid license, enable the template, or restart the agent Change Auditor collects available events from the tenant that were missed.

To disable an auditing template

- 1 On the Office 365 Auditing page, use one of the following methods to disable an auditing template:
 - Place your cursor in the **Status** cell for the auditing template to disable, click the arrow control, and select **Disabled**.
 - Right-click the template to disable and select **Disable**

The entry in the **Status** column for the template changes to 'Disabled'.

- 2 To re-enable the auditing template, use the **Enable** option in either the **Status** cell or right-click menu.

Delete a template

- NOTE:** When you delete a template, the web application created in Azure Active Directory remains. You can delete the web application using the Azure management portal.

To delete a template

- 1 On the Office 365 Auditing page, select the template to delete and choose **Delete | Delete Template**.
- 2 Click **Yes** to confirm.

Creating an Office 365 template with an existing web application

You can use an existing web application when you create a template by specifying the web application ID and key. Because these values cannot be specified through the Office 365 template wizard, you must use PowerShell to create the template. For details, see the Change Auditor PowerShell Command User Guide.

For details on integrating applications with Azure Active Directory and creating a web application, consult the Microsoft documentation. When creating a web application in the Azure Classic Portal, you are required to provide the following URLs: Sign-On URL, App ID URL. Specify any URL address that is unique to your tenant (for example: `http://ChangeAuditorApp`) for each of them.

The following permissions must be assigned to the Azure web application:

Table 5. Required permission

System	Permissions
Windows Azure Active Directory	Application Permissions: <ul style="list-style-type: none">• Read directory data Delegated Permissions: <ul style="list-style-type: none">• Read directory data• Sign in and read user profile
Office 365 Management APIs	Application Permissions: <ul style="list-style-type: none">• Read activity reports for your organization• Read activity data for your organization• Read service health information for your organization Delegated Permissions: <ul style="list-style-type: none">• Read activity reports for your organization• Read activity data for your organization• Read service health information for your organization

Managing Azure Active Directory templates

Change Auditor for Active Directory simplifies the audit process by tracking, auditing, reporting, and alerting on activity in Microsoft Azure Active Directory that impact your environment. Change Auditor correlates activity across the on-premises and cloud directories, providing you a single pane-of-glass view of your hybrid Active Directory environment and making it easy to search all events regardless of where they occurred.

You can generate intelligent and in-depth reports, protecting you against policy violations and avoiding the risks and errors associated with day-to-day modifications.

Change Auditor audits activity that corresponds to the events in the Azure Active Directory audit logs, sign-in activity report, and risky sign-ins report.

For a list of events, their description, and default severity see the Change Auditor Office 365 and Azure Active Directory Event Reference Guide.

Azure Active Directory auditing page

The Azure Active Directory auditing page contains a list of auditing templates that define the directory to audit. The page displays when you select **Azure Active Directory** from the Auditing task list in the navigation pane of the Administration Tasks page.

i | **NOTE:** Authorization to use the administration tasks on the Administrations Tasks tab is defined using the Application User Interface page under the Configuration task list. If you are denied access to the tasks on this page, see the Change Auditor User Guide for more information about how to gain access.

The following information is displayed for each template:

Template

Displays the name assigned to the auditing template when it was created. This name is the same as your tenant initial domain name.

Status

Indicates whether the auditing template is enabled or disabled.

Audit Logs

Indicates whether the Azure Active Directory audit logs are monitored.

Sign-ins

Indicates whether Azure Active Directory sign-in and sign-in risk events are monitored.

Create a template

The following section describes how to create a template and the required web application so you can begin to audit the Azure Active Directory activity. After the template is created, Change Auditor starts collecting events that are available on your tenant.

i | **NOTE:** You can only create one Azure Active Directory template per tenant.

To create an auditing template

- 1 Open the Administration Tasks page.
- 2 Click **Auditing**.
- 3 Select **Azure Active Directory** (under Applications).
- 4 Click **Add** to open the auditing wizard.
- 5 Under Authentication Configuration, enter the credentials of an Azure Active Directory account in UPN format (for example, <UserName>@<OrganizationName>.<onmicrosoft.com>) with the Global Administrator role. This account is used to create the web application and register Change Auditor in the tenant.
- 6 Select the activity to audit:
 - Audit Logs:** Audits Azure Active Directory user, group, application, and directory activity. A Change Auditor for Active Directory license is required.
 - Sign-ins:** Audits Azure Active Directory user sign-in and sign-in risk event activity. A Change Auditor for Logon Activity User license is required.
- 7 Click **Select agent** to view available agents and whether they are assigned to an auditing template. The Azure Active Directory cell contains 'None' if an agent is not assigned to a template, or 'Auditing' if it is assigned to a template. From this list, select the agent to capture the events and click **OK**.
 - i** | **NOTE:** You cannot use an agent that is already assigned for Azure Active Directory auditing.
 - i** | **IMPORTANT:** See the Change Auditor Release Notes for ports that must be opened on the agent server.
- 8 Click **Finish** to create the template.

Edit a template

This section describes how to add or remove Azure Active Directory activity to audit.

To select a new agent, you must create a new template or use the Set-CAAzureADTemplate command through PowerShell. (See the Change Auditor PowerShell Command Guide for details.)

To edit an Azure Active Directory auditing template

- 1 Open the Administration Tasks page.
- 2 Click **Auditing** button.
- 3 Select **Azure Active Directory** (under Applications).
- 4 Select the template and click **Edit** to open the auditing wizard.
Add and remove the activity to audit as required.
 - **Audit Logs** audits Azure Active Directory user, group, application, and directory activity. A Change Auditor for Active Directory license is required.
 - **Sign-ins**: Audits Azure Active Directory user sign-in and sign-in risk event activity. A Change Auditor for Logon Activity User license is required.
- 5 Click **Finish** to apply the updates.

Disable a template

Disabling a template temporarily stops auditing activities without having to remove the template.

i | **NOTE:** Change Auditor stops collecting events if a license expired, the template is disabled, or the agent stops. After you apply a valid license, enable the template, or restart the agent Change Auditor collects available events from the tenant that were missed.

To disable an auditing template

- 1 On the Azure Active Directory Auditing page, use one of the following methods to disable an auditing template:
 - Place your cursor in the **Status** cell for the auditing template to disable, click the arrow control, and select **Disabled**.
 - Right-click the template to disable and select **Disable**The entry in the **Status** column for the template changes to 'Disabled'.
- 2 To re-enable the auditing template, use the **Enable** option in either the **Status** cell or right-click menu.

Delete a template

i | **NOTE:** When you delete a template, the web application created in Azure Active Directory remains. You can delete the web application using the Azure management portal.

To delete a template

- 1 On the Azure Active Directory Auditing page, select the template to delete and choose **Delete | Delete Template**.
- 2 Click **Yes** to confirm.

Creating an Azure Active Directory template with an existing web application

You can use an existing web application when you create a template by specifying the web application ID and key. Because these values cannot be specified through the template wizard, you must use PowerShell to create the template. For details, see the Change Auditor PowerShell Command User Guide.

For details on integrating applications with Azure Active Directory and creating a web application, consult the Microsoft documentation. When creating a web application in the Azure Classic Portal, you are required to provide the following URLs: Sign-On URL, App ID URL. Specify any URL address that is unique to your tenant (for example: `http://ChangeAuditorApp`) for each of them.

The following permissions must be assigned to the Azure web application:

Table 6. Required permission

System	Permissions
Windows Azure Active Directory	Application Permissions: <ul style="list-style-type: none">• Read directory data Delegated Permissions: <ul style="list-style-type: none">• Read directory data• Sign in and read user profile
Azure Active Directory Identity Protection API	Application Permissions: <ul style="list-style-type: none">• Read all identity risk event information

Reports and Searches

- [Introduction to Office 365 and Azure Active Directory reporting](#)
- [Office 365 built-in reports](#)
- [Custom searches](#)
- [Additional information for synchronized environments](#)
- [Working with generic Office 365 and Azure Active Directory events](#)
- [Additional Office 365 and Azure Active Directory event details](#)

Introduction to Office 365 and Azure Active Directory reporting

Change Auditor delivers both preconfigured and customizable reports displaying events in one centralized viewer. You can create custom search definitions to locate changes made in Office 365 and Azure Active Directory. Using the available search properties across the bottom of the Searches page, you can define the search criteria and include specific columns to access more tenant details.

When Change Auditor is deployed in a synchronized environment, you can add extra columns to display extra mapping information about synchronized Active Directory users and their cloud identities for Office 365 and Azure Active Directory events. For details, see [Auditing in synchronized environments](#).

Office 365 built-in reports

The following built-in reports are available to view all Office 365 events captured over a specific period:

- All Office 365 events in the past 7 days
- All Office 365 Exchange Online events in the past 7 days
- Office 365 Exchange Online mailbox auditing configuration changed by an external application in the last 24 hours
- All Office 365 One Drive for Business events in the past 7 days
- All Office 365 OneDrive for Business events in the past 7 days grouped by operation
- All Office 365 SharePoint Online events in the past 7 days
- All Office 365 SharePoint Online events in the past 7 days grouped by operation
- Office 365 Exchange Online events this week
- Office 365 Exchange Online administrative cmdlets executed this week
- Office 365 Exchange Online mailbox activity this week
- Office 365 Exchange Online mailbox auditing configuration failures in the last 8 hours
- Office 365 Exchange Online mailbox non-owner activity this week
- Office 365 Exchange Online mailbox login activity today
- Office 365 OneDrive for Business file activity events in the past 7 days
- Office 365 OneDrive for Business folder activity events in the past 7 days
- Office 365 SharePoint Online file activity events in the past 7 days
- Office 365 SharePoint Online folder activity events in the past 7 days

To view all Office 365 searches:

- 1 Start the client and open the Searches tab.
- 2 In the explorer view (left pane), expand the **Shared | Built-in | Office 365** folder.
- 3 Locate and double-click the required search in the right pane.

Azure Active Directory built-in reports

The following built-in reports are available to view all Azure Active Directory events captured over a specific period:

- All Azure Active Directory events
- All Azure Active Directory events by activity
- All Azure Active Directory sign-ins
- All Azure Active Directory sign-in risk event changes

To view all Azure Active Directory searches:

- 1 Start the client and open the Searches tab.
- 2 In the explorer view (left pane), expand the **Shared | Built-in | Azure Active Directory** folder.
- 3 Locate and double-click the required search in the right pane.

Custom searches

You can create custom searches to meet your specific needs by using the following search properties tabs to define the criteria:

- What - allows you to search for events generated in a specific subsystem
- Who - allows you to search for events generated by a specific user
- Where - allows you to search for events captured by a specific agent
- When - allows you to search for events that occurred within a specific date and time range

i | **NOTE:** Selecting the **Private** folder creates a search that only you can run and view, whereas selecting the **Shared** folder creates a search that all users can view and run.

The following examples show how to use searches to find the information you need.

- [Creating custom Exchange Online searches](#)
- [Creating a custom SharePoint Online and OneDrive for Business search](#)
- [Creating custom Azure Active Directory searches](#)

Creating custom Exchange Online searches

To create a custom Exchange Online search:

- 1 Open the Searches page.
- 2 In the explorer view (left pane), expand and select the folder where you want to save your search.
- 3 Click **New** to enable the Search Properties tabs across the bottom of the Searches page.
- 4 On the Info tab, enter a name and description for the search.
- 5 On the What tab, expand **Add** and click **Subsystem | Office 365**.

i | **NOTE:** You can use **Add with Events | Subsystem | Office 365** (instead of **Add | Subsystem | Office 365**) to search for events associated with an online mailbox or administrative action that already has an event associated with it.

- 6 Choose the **Selected Events** option to configure the search.

i | **NOTE:** When multiple entries are added to the selection list at the bottom of the page, Change Auditor uses the 'OR' operator to evaluate events, returning events that meet any of the entries listed.

- 7 Select the **Mailbox Event** option.

Search	Procedure
To search for activities performed on a specific mailbox	<ol style="list-style-type: none"> 3 Select Mailbox Name to specify the mailbox to include. 4 Select the comparison operator to use: Contains or Does Not Contain. Enter the pattern (character string) to be used to search for a match. For example: Contains admin finds all events for mailboxes that contain 'admin' anywhere in their name. 5 Click Add to add the expression to the selection list at the bottom of the page. <p>Repeat this process to add any additional mailboxes to the search query.</p>
To search for all activities performed on a specific folder and its contents across all monitored mailboxes	<ol style="list-style-type: none"> 1 Select Folder Name to specify the folder to include. 2 Select the comparison operator to use: Contains or Does Not Contain. Enter the pattern (character string) to be used to search for a match. For example: Contains Inbox finds all events in 'Inbox' folder across all audited mailboxes. 3 Click Add to add the expression to the selection list at the bottom of the page. <p>Repeat this process to add any additional folders to the search query.</p>
To search for all activities by specific synchronized accounts based on their on-premises account name	<ol style="list-style-type: none"> 1 Select On-Premises User Name to specify the user to include. 2 Select the comparison operator to use: Like or Not Like. Enter the pattern (character string and * wildcard character) to be used to search for a match. For example: Like *admin* finds all events performed by accounts that were synchronized from on-premises Active Directory that contain 'admin' anywhere in their sAMAccountName attribute. 3 Click Add to add the expression to the selection list. <p>Repeat this process to add any additional users to the search query.</p> <p>NOTE: For this search to function, the Azure Active Directory must have been synchronized with the on-premises environment using Azure Active Directory Connect. For details, see Auditing in synchronized environments.</p>

Search	Procedure
To search for all activities performed on synchronized mailboxes based on their on-premises account name	<ol style="list-style-type: none"> 1 Select On-Premises Target Name to specify the user to include. Use this format domain\username. 2 Select the comparison operator to use: Like or Not Like. Enter the pattern (character string and * wildcard character) to be used to search for a match. For example: Like *admin* finds all events performed on synchronized mailboxes that have 'admin' anywhere in their on-premises sAMAccountName attribute. 3 Click Add to add the expression to the selection list. <p>Repeat this process to add any additional mailboxes to the search query.</p> <p>NOTE: For this search to function, the Azure Active Directory must have been synchronized with the on-premises environment using Azure Active Directory Connect. For details, see Auditing in synchronized environments.</p>
To search for activities performed on specific mailboxes based on their mailbox display name	<ol style="list-style-type: none"> 1 Select Target Display Name to specify the mailbox to include. 2 Select the comparison operator to use: Like or Not Like. Enter the pattern (character string and * wildcard character) to be used to search for a match. For example: Like *admin* finds all events for mailboxes that contain 'admin' anywhere in their mailbox display name. 3 Click Add to add the expression to the selection list. <p>Repeat this process to add any additional mailboxes to the search query.</p>
To search for activities performed on specific mailboxes based on their synchronization status	<ol style="list-style-type: none"> 1 Select Target Sync Type to specify the type of mailbox accounts to include based on how they are synchronized. 2 Select In cloud to include mailboxes existing only in the cloud. 3 Select Synced from AD to include mailboxes that have been synchronized from on-premises Active Directory. 4 Click Add to add the expression to the selection list.

To search for Administration cmdlets that were run:

- 1 On the What tab, expand **Add** and click **Subsystem | Office 365**.
 - 2 On the Office 365 Exchange Online dialog, select the **Selected Events** option to configure the search.
 - Select the **Administration Cmdlet Event** option.
 - Click **Cmdlet**, and select the comparison operator to use: **Contains** or **Does not contain**. Enter the 'command' to be used to search for a match. For example, to search for any 'add' users, enter add.
 - To restrict the search to a specific mailbox, click **Cmdlet Object**, and select the comparison operator to use: **Contains** or **Does not contain**. Enter the name (or partial name) of a mailbox to use to search for a match. Case sensitivity is based on your SQL setting.
- i** | **NOTE:** If both the **Cmdlet** and **Cmdlet Object** are specified, both expressions must be met before an event is returned.
- Click **Add** to add the expression to the selection list.

- Repeat this process to add any additional cmdlets and cmdlet objects to the search query.
- i** | **NOTE:** When multiple entries are added to the selection list at the bottom of the page, Change Auditor uses the 'OR' operator to evaluate events, returning events that meet any of the entries listed.

To search for actions on specific objects performed by Administration cmdlets:

- 1 On the What tab, expand **Add** and click **Subsystem | Office 365**.
 - 2 On the Office 365 dialog, choose **Selected Events** to configure the search.
 - Select the **Administration Cmdlet Event** option and click **Cmdlet Object**.
 - Select the comparison operator to use: **Contains** or **Does not contain**
 - Enter the name (or partial name) of a mailbox to use to search for a match. Case sensitivity is based on your SQL setting.
 - Click the **Add** button to add the expression to the selection list.
 - Repeat this process to add any additional cmdlet objects to the search query.
- i** | **NOTE:** When multiple entries are added to the selection list at the bottom of the page, Change Auditor uses the 'OR' operator to evaluate events, returning events that meet any of the entries listed.

Creating a custom SharePoint Online and OneDrive for Business search

To create a custom SharePoint Online and OneDrive for Business search:

- 1 Open the Searches page.
- 2 In the explorer view (left pane), expand and select the folder where you want to save your search.
- 3 Click **New** to enable the Search Properties tabs across the bottom of the Searches page.
- 4 On the Info tab, enter a name and description for the search.
- 5 On the What tab, expand **Add** and click **Subsystem | Office 365**.
- 6 Choose the **Selected Events** option to configure the search.
- 7 Select **SharePoint/OneDrive Events**.
- 8 Select a service from the Office 365 services filter to include in the search. You can choose SharePoint Online, OneDrive for Business, or both. If no additional filters are set, all events for the selected services are returned. You can specify additional filters as follows:
 - Select the Operation filter to specify the operation to include in the search. Select a comparison operator (**Like** or **Not like**) and enter an operation name (character string and the * wildcard character). For example: Like *delete* will search for events where Operation contains 'delete'. For a list of all available operations, see the Microsoft support article "Search the audit log in the Office 365 Security & Compliance Center".
 - Select the File, folder, or site filter to specify the full or partial URL to include in the search. Select a comparison operator (**Like** or **Not like**) and enter a string (character string and the * wildcard character). For example: Like *document* will search for events where Object URL contains 'document' anywhere in the URL.
- 9 Click **Add** to add the expression to the selection list.
- 10 Repeat this process to add any additional conditions to the search query.

i | **NOTE:** When multiple entries are added to the selection list at the bottom of the page, Change Auditor uses the 'OR' operator to evaluate events, returning events that meet any of the entries listed.

Displaying additional SharePoint Online and OneDrive for Business information

When auditing Office 365, you can add columns to display extra SharePoint Online and OneDrive for Business information through the search Layout tab:

Table 7. Available columns

Layout Tab	Search Column Name	Description
Azure - O365 Site URL	Site Url	The SharePoint Online or OneDrive for Business website URL.
Azure - Activity Name/Operation	Activity Name/Operation	This field matches Operation property in the Office 365 Audit log.

Creating custom Azure Active Directory searches

To create a custom search for all Azure Active Directory events:

- 1 Open the Searches page.
- 2 In the explorer view (left pane), expand and select the folder where you want to save your search.
- 3 Click **New** to enable the Search Properties tabs across the bottom of the Searches page.
- 4 On the **Info** tab, enter a name and description for the search.
- 5 On the **What** tab, expand **Add** and click **Subsystem | Azure Active Directory**.
 - i** | **NOTE:** You can use **Add with Events | Subsystem | Azure Active Directory** to select an existing event from the database and use its properties as a filter for a new search.
- 6 Select **All Events**.
- 6 Select the **Layout** tab and choose the Azure Active Directory information to include.
- 7 Click **OK** to save your selection and close the dialog.

After you have defined the search criteria, you can either save the search definition or run the search.

- To save the search definition without running it, click **Save**.
- To save and run the search, click **Run**.

To create a custom search for Azure Active Directory events based on facility or event:

- 1 Open the Searches page.
- 2 In the explorer view, expand and select the folder where you want to save your search.
- 3 Click **New** to enable the Search Properties tabs across the bottom of the Searches page.
- 4 On the **Info** tab, enter a name and description for the search.
- 5 On the **What** tab, expand **Add**. Select **Event Class**.
- 6 Group by the **Facility** column.
 - To add all events within a facility, select the required Azure Active Directory facility, click **Add | Add All Events in Facility**, and click **OK**.
- OR
 - To add a specific event, select the required event class, click **Add | Add This Event**, and click **OK**.
- 7 Select the **Layout** tab and choose the Azure Active Directory information to include.
- 8 After you have defined the search criteria, you can either save the search definition or run the search.

- To save the search definition without running it, click **Save**.
- To save and run the search, click **Run**.

To create a custom search for Azure Active Directory events based on specific filter options:

- 1 Open the Searches page.
- 2 In the explorer view (left pane), expand and select the folder where you want to save your search.
- 3 Click **New** to enable the Search Properties tabs across the bottom of the Searches page.
- 4 On the Info tab, enter a name and description for the search.
- 5 On the What tab, expand **Add** and click **Subsystem | Azure Active Directory**.
 - i** | **NOTE:** You can use **Add with Events | Subsystem | Azure Active Directory** to select an existing event from the database and use its properties as a filter for a new search.
- 6 Select **Selected Events** to configure the search.
 - Select the Activity Name filter to specify the activity to include in the search. (For sign-in risk events, this will show the detected activity that occurred on the risk event.) Select a comparison operator (**Like** or **Not like**) and enter an activity name (character string and the * wildcard character). For example: Like *delete* will search for events where Activity contains 'delete'. For a list of all available activities, see the Microsoft article "Audit activity reports in the Azure Active Directory portal".
 - Select the Activity Details filter to include activity details in the search. (For sign-in risk events use the status of the risk event, such as Resolved). Select a comparison operator (**Like** or **Not like**) and enter a full or partial string (character string and the * wildcard character). For example, the 'Self-serve password reset flow activity progress' activity provides several different details including: User started the mobile SMS verification option, User started the e-mail verification option, or User successfully reset password. You can leave this filter blank to return events for all activities or narrow the search based on the activity details.
 - Select the Target filter to specify the target to include in the search. (For sign-in risk events, the field searches for the risk event type such as Sign-in from anonymous IP address). Select a comparison operator (**Like** or **Not like**) and enter a full or partial name (character string and the * wildcard character). The target filter searches across the following event properties: Cloud Target, Target Display Name, and On-Premises Target. For example, if an event with 'Update user' activity occurred for a user with Cloud UPN "Joe.Smith@domain.onmicrosoft.com", Display name 'John Smith', and that was synchronized from on-premises Active Directory where its User logon name was 'JS123456', entering any of these names into the Target filter returns the event.
 - Select the Activity Origin filter to specify the activity origin to include in the search. You can choose between Cloud (event activity was performed directly in the cloud) or AD (event activity was originally performed on-premises and was synchronized to the cloud).
 - Select the Target Sync Type filter to specify the target synchronization type to include in the search. You can choose between In Cloud (target object exists only in the cloud) and Synced from AD (target object was synchronized from Active Directory).
- 7 Click **Add** to add the expression to the selection list.
- 8 Repeat this process to add any additional expressions to the search query.
 - i** | **NOTE:** When multiple entries are added to the selection list at the bottom of the page, Change Auditor uses the 'OR' operator to evaluate events, returning events that meet any of the entries listed.
- 9 Select the **Layout** tab and choose the Azure Active Directory information to include.
- 10 After you have defined the search criteria, you can either save the search definition or run the search.
 - To save the search definition without running it, click **Save**.
 - To save and run the search, click **Run**.

Displaying additional Azure Active Directory information

When auditing Azure Active Directory, you can add columns to display extra information through the search Layout tab:

Table 8. Available columns

Layout Tab	Search Column Name	Description
Azure - Activity Name/Operation	Activity Name/Operation	The activity that was performed as part of the event.
Azure - Activity Details	Activity Details	Additional information about audited activity. For example, for 'Self-serve password reset flow activity progress' it shows what step the user is performing. For sign-in risk events, this shows the status of the risk event, such as "Closed (resolved)".
Azure - Sign-in City	City	The city from which the user signed in or attempted to sign in to an application.
Azure - Sign-in State	State	The state from which the user signed in or attempted to sign in to an application.
Azure - Sign-in Country	Country	The country from which the user signed in or attempted to sign in to an application.

NOTE: The sign-in columns are only applicable to Azure Active Directory sign-in and sign-in risk events.

Additional information for synchronized environments

When auditing Office 365 and Azure Active Directory in a synchronized environment, you can add columns to display extra mapping information through the search Layout tab:

Table 9. Available columns

Layout Tab	Search Column Name	Description
Azure - Activity Origin	Activity Origin	'Cloud' indicates that the event activity was performed directly in the cloud. 'AD' indicates that the event activity was originally performed on-premises and was synchronized to the cloud.
Azure - On-premises User	On-premises User	Domain and sAMAccountName of the on-premises user that corresponds to the cloud user that initiated the event.
Azure - On-premises Target	On-premises Target	Domain and sAMAccountName of the on-premises object that corresponds to the cloud object that was the target of the event.
Azure - Target Sync Type	Target Sync Type	'In Cloud' indicates that the target object exists only in the cloud 'Synced from AD' indicates that the target object was synchronized from Active Directory.

Table 9. Available columns

Layout Tab	Search Column Name	Description
Azure - Target Display Name	Target Display Name	Display name of the cloud object that was the target of the event.
Azure - Tenant Initial Domain	Tenant Initial Domain	Default Azure Active Directory domain name.
Azure - Tenant Display Name	Tenant Display Name	Tenant display name.

In addition to the search columns, the 'Who' field shows the mapping information in the event details pane. In cloud only deployments, this field displays the cloud user that initiated the event. If it is a synchronized deployment, the associated on-premises user is displayed after the cloud user in square brackets.

Working with generic Office 365 and Azure Active Directory events

The Azure Active Directory audit reports and the Office 365 audit logs are continuously evolving. To ensure that Change Auditor is synchronized with these updates, generic events have been introduced. Each Azure AD and Office 365 facility in Change Auditor has one generic event defined.

The generic event is generated each time an activity occurs that does not have a corresponding event defined in Change Auditor. For example, "Azure Active Directory - User event" is generated when activities such as "Reset password (self-service)" or "Unlock user account" are performed in Azure Active Directory. Activity information is populated in additional columns and the description for the event (What statement) is dynamically constructed based upon the Azure AD/Office 365 activity and target object name.

When working with these events, you can add additional columns to the search layout to view information about the activity.

Table 10. Available columns

Layout Tab	Search Column Name	Description
Azure - Activity Name/Operation	Activity Name/Operation	Represents the activity that was performed as part of the event. For sing-in risk events, this shows the risk event type.
Azure - Activity Details	Activity Details	Provides additional information about audited activity. For example: <ul style="list-style-type: none"> • For 'Self-serve password reset flow activity progress', it shows what step the user is performing. • For sign-in events it shows why the sign-in failed. • For sing-in risk events, this shows the risk event status.

For a complete list of the activities available see the Microsoft support article "Audit activity reports in the Azure Active Directory portal" and "Search the audit log in the Office 365 Security & Compliance Center".

Additional Office 365 and Azure Active Directory event details

The event details pane contains the following additional information to help gain a better understanding of the activities taking place in Microsoft Office 365 Exchange Online, SharePoint Online, OneDrive for Business, and Azure Active Directory.

Table 11. Event details

Tab	Available information
Overview	<p>Displays a high-level view of the activity that is generated for each event.</p> <p>You can quickly see when the event occurred, who made the change, what changed, where the change originated, the activity, the target, target synchronization type, activity type, category, and action.</p> <p>Additional information for sign-in events include the reason for a sign-in failure and the sign-in location.</p> <p>Additional information for sign-in risk events include the type of risk activity, risk status, risk level, and origin (IP address).</p>
Target (Azure Active Directory events only)	<p>Displays details on the property updates with the old and new value when available. It also displays information about multiple targets affected by a single event. For example, when a user added to a group, you can see both the user and the group as affected targets. When there are multiple targets, the target that best matches the activity type is displayed as the primary target in the Overview tab.</p>
NOTE: This tab is not displayed for sign-in and sign-in risk events.	
Details	<p>Displays all available properties for a deeper analysis of the activity. It contains raw data from the Azure Active Directory Reporting API. For sign-in risk events, it contains raw data from the Azure Active Directory Identity Protection API.</p>
Parameters (Exchange Online Administration events only)	<p>Displays the parameters used to run the Office 365 Administrative command.</p>

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

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For sales or other inquiries, visit www.quest.com/contact.

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The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.