

Quest® InTrust 11.3.1

## Getting Started with InTrust



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

InTrust Getting Started with InTrust

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# First Steps

InTrust is an event-log management solution that provides for collection, correlation, archival, and reporting on the heterogeneous audit data from your enterprise-wide network. InTrust real-time alerting and notification capabilities allow you to stay aware of what is going on in your network and how your business-critical resources are functioning.

Although InTrust is a powerful and comprehensive framework for audit data, deployments can range widely in complexity. The following types of coverage are all possible:

- Basic everyday security auditing with a minimal set of components
- Archival of audit data in compressed repositories for regulations compliance
- Fast search and reporting tools that work with repository data
- Real-time monitoring for critical security events, with alert tracking and automated response actions
- Auditing of multiple platforms and custom logs with advanced reporting based on SQL Server Reporting Services
- Combinations of the above

This guide explains only the use of the basic InTrust deployment. More sophisticated features and workflows are described elsewhere in the InTrust documentation set—for example, in the [Deployment Guide](#).

## Installing InTrust

Before you begin installation, confirm that the system requirements are met (see [System Requirements](#)). Also note that the InTrust installer verifies this automatically.

To begin installation, use the Autorun application that comes with your InTrust distribution; click **InTrust Default Suite** on the **Install** tab to begin setup.

**i** | **NOTE:** If you need custom InTrust capabilities, consider the **InTrust Extended Suite** option, which is not covered in this set of topics. For details, see the [Deployment Guide](#).

Next, complete the remaining steps.

**!** | **CAUTION:** The default InTrust components require that ports 900, 8340 and 8341 be open for inbound traffic. The InTrust installer knows how to configure these ports automatically in Windows Firewall. However, if you use a hardware or third-party software firewall, make sure these ports are open.

# Participation in the Quest Software Improvement Program

One of the setup steps prompts you to select the country where you are performing InTrust installation. This choice affects whether your participation in the Quest Software Improvement Program is enabled automatically.

The Software Improvement Program involves Quest receiving anonymous usage statistics from the Quest software you install. No personal identifying data (such as account names) is included in this feedback. The purpose is to determine which features are most popular and find out how their use can be streamlined.

The following information is transmitted:

- Hardware configuration
- Which product features are used
- External IP addresses

Participation is voluntary. Although it is enabled automatically for some countries, you can change your choice at any time after InTrust setup is complete; for details, see the [Installing the First Server in InTrust Organization](#) topic in the [InTrust Deployment Guide](#).

## Collecting Events in Real Time

After you have installed the default components, run the InTrust Deployment Manager console by clicking its entry in the Start menu. This console manages gathering of audit data to InTrust repositories.

In the console, you need to specify the computers you want to audit and specify what kinds of events you need. This is done by setting up collections. Collection settings include the computers to collect from, data sources (definitions of the types of events) and the repository to collect to. Simply put, the point of a collection is to “get this kind of data from these computers to this repository”.

For gathering to work, computers in collections need to have InTrust agents installed. You can install agents on specific computers by selecting them in the right pane while a collection is highlighted and clicking **Install Agents**. Alternatively, enable the **Install agents automatically** option while you are creating or editing a collection to automatically install them on all computers in the collection. If this option is off in a newly-created collection, no gathering occurs. Once you enable it, agents are installed and gathering begins.

**! CAUTION: If the Install agents automatically option is enabled for a collection, InTrust will try to keep the agents on all computers in the collection. If you uninstall an agent from a computer in such a collection, it will be reinstalled automatically.**

**In this situation, to stop gathering from a computer, you need to remove it from the collection.**

**If the Install agents automatically option is disabled, you need to install and uninstall agents manually using toolbar commands.**

When you run InTrust Deployment Manager, you are directed to the home view, where you are briefly introduced to the basics of real-time event collection workflow. This view explains collections (how InTrust organizes computers to collect from) and repositories (stores to collect data to), and it provides quick action links to help you get work done.

If you are starting InTrust Deployment Manager for the first time, take the opportunity to create a collection in the home view: either a Windows collection for gathering from Windows computers or a Syslog collection for capturing Syslog messages from devices and hosts.

# Introduction to Repositories

An InTrust repository is a store for audit data collected by InTrust. Its architecture is such that massive amounts of data can be stored efficiently in a compact way and indexed for fast browsing in InTrust Repository Viewer and streamlined access by IT Security Search.

This helps achieve security regulations compliance and provides a ready-made toolset for event analysis. For an in-depth description of InTrust repositories, see the [Understanding InTrust Repositories](#) topic.

For the purposes of this guide, however, it is sufficient to know the following about repositories:

- When you set up InTrust, a default repository is automatically created for you in the InTrust installation folder (by default, installation to Program Files is suggested). Note that the default repository is not recommended for real production use, but only for evaluation and training. When you are confident with the InTrust workflow, create your own repository on a server that has ample disk space and is ready for intensive disk writes.
- You can use the default repository for all your logon and user session auditing needs (unless further scaling is required).
- The folder where you create a repository should be available over the network.
- If necessary, you can have multiple repositories, specialized by the type of data they are supposed to contain, by their location, or by some other characteristic. However, try to keep a manageable number of repositories.
- The toolset described in this document works only with indexed repositories.

To manage repositories, use the **Storage** view in InTrust Deployment Manager.

## Common Tasks

The following topics describe how you can manage and adapt InTrust using the InTrust Deployment Manager console.

- [Managing Collections](#)
- [Analyzing Collections](#)
- [Managing Repositories](#)
- [Gathering Windows Logs Other than Security, Application and System](#)
- [Load Balancing](#)

## Managing Collections

You can add, delete and edit collections at any time. To work with collections, go to the **Collections** view of InTrust Deployment Manager.

To create a collection, right-click the **Collections** node and select **New Windows Collection** or **New Syslog Collection**. To edit or delete a collection, right-click it and use the corresponding command.

### ***To add computers to a collection***

Use any of the following methods:

- In the wizard that opens when you edit a collection, change the computer list on the Specify Computers step.
- Select the computers you need in the **Computers not in a collection** search folder in the navigation pane and click **Add to Collection** (in the toolbar or in the shortcut menu), and then select the collection you need.
- Supply a computer list in a plain-text file. For that, in the wizard that opens when you edit a collection, click **Add Computer** and type the local path to the file containing computer names or IP addresses of computers you want to collect from. Note that this is only a one-off import action. InTrust does not track changes to the file or remember its location.

### **To delete computers from a collection**

1. Right-click the collection and select **Edit Collection**.
2. In the wizard that opens, go to the Specify Computers step.
3. In the list of computers, select the computers you do not need, and click **Remove** (in the toolbar or in the shortcut menu).

### **To stop gathering from a computer without removing it from a collection**

This works only in collections where the **Install agents automatically** option is disabled. In such collections, use the **Install agent** and **Uninstall agent** commands (in the toolbar or in the shortcut menu) to manage gathering without affecting collection membership.

In addition, the following management actions can be done in the wizard:

- Change the account used for connecting to the computers in the collection  
Set the credentials on the Specify Computers step.
- Change the list of logs that are gathered  
Select the data sources you need on the Data Sources and Repository step.

**i** **NOTE:** Some of the computers in the collection may not have the logs that the data sources expect. If you do not want InTrust to treat such situations as errors, select the **Suppress errors from non-existent data sources** option on the Data Sources and Repository step. This will make sure that the auditing status of an agent will not be affected if a specified log is not found.

- Change the repository that events are gathered to  
Select the repository on the Data Sources and Repository step.

## Analyzing Collections

When a collection is selected, the right pane shows a table with information about the collection members. The table supports multi-level grouping of collection computers, so that you can organize the computers in tree-like views using any criteria. For example, you can group computers by status, then by domain, then by type.

To use multi-level grouping, drag table column names from the computer list to the area above the list. The computer list changes accordingly.

**i** **NOTE:** The difference between the “Not Installed” and “Failed” computer statuses is as follows:

- “Not Installed” means agent installation has never been tried for this computer.
- “Failed” means agent installation has been tried but failed

To hide the computers you are not interested in, you can use view filtering. To configure a view filter, use the controls underneath the table column names: click the operator icon to select the operator, and specify the value to filter by.

The same grouping and view filtering techniques are available in the views with search folder results.

## Managing Repositories

You can add, delete and edit repositories at any time. To work with repositories, go to the **Storage** view of InTrust Deployment Manager.

In this view, the left-hand pane lists the available repositories, and the right-hand pane shows the properties of the selected repository.

To create and delete repositories, use the **New** and **Delete** buttons. To edit the properties of a repository, select it and click the **Edit** link for the group of settings you want.

**i** **IMPORTANT:** The defining property of a repository is the path to the network share that contains the collected data. When you specify the path, use a UNC name. This makes the repository available to client applications in the network, such as Repository Viewer and IT Security Search. It will also make it easier to integrate the repository into an extended InTrust deployment if you decide to perform it.

You can also create a repository when you create a new collection or edit an existing collection (see [Managing Collections](#)), on the Data Sources and Repository step of the wizard.

## Where to Keep Repositories

Repositories should not be located on the InTrust server. Admittedly, the default repository is automatically created on the server, but this is only a fallback choice. For day-to-day real-time event collection purposes, create repositories in network shares on separate computers to which the InTrust server has fast network connections.

## Setting Up Daily Cleanup

You can configure a repository to keep only recent data and automatically discard data that is too old. For that, edit the **Daily Cleanup** settings in the repository properties in the **Storage** view. Specify how old data can get before it is considered too old and at what time daily cleanup should start.

## Gathering Windows Logs Other than Security, Application and System

### Applications and Services Logs

To gather a third-party Windows event log that is available in the Applications and Services Logs subtree in Windows Event Viewer, you need to create a data source for it. This is done in the wizard used for creating and editing collections, on the Data Sources and Repository step.

Proceed to that step, and then do the following:

1. Click **Add**. The New Data Source dialog box opens.
2. Specify a meaningful name for the new data source. Optionally, provide a description.
3. In the text box below, specify the exact log name.

**i** **NOTE:** If you don't know the name, look it up in Event Viewer, as follows:

1. Run Event Viewer on a computer where the log is available, and locate the log you need.
  2. Open the properties of the log. The name is in the **Full Name** text box.
4. Click **OK** to save the new data source, and select the check box next to it in the data source list.
  5. Complete the wizard.

## Forwarded Events

One of the available Windows log types is Forwarded Events. If subscription-based logging of these events is enabled, InTrust can collect them just like other events. It is possible to configure the gathering using the procedure above; the exact log name in step 3 is **ForwardedEvents** in this case.

However, due to the limitations of this forwarding technology, data in the forwarded events is mostly meaningless. You can gather it to a repository, but you cannot search in it or build reports on it. Therefore, collecting this data is not recommended. Instead, use InTrust to gather the original events from the sender computers.

## Load Balancing

The metrics and suggestions in this section are based on tests performed by quality control.

InTrust agents send events to InTrust servers in batches. By default, the event submission rates are as follows:

- On Windows servers, including domain controllers, a batch file is sent every minute.
- On workstations, a batch file is sent every seven minutes.

There are two primary limits to consider when estimating if an InTrust server can cope with its load. On the one hand, an InTrust server can gather from no more than 10,000 computers (servers or workstations) at a time. On the other hand, an InTrust server should not receive more than 60,000 events per second in a steady stream. The rate of events from a computer depends very much on the number of data sources that are processed on that computer.

For example, a collection of about 3000 computers with 5 data sources each, 4 events per second per data source, produces a combined stream of 60,000 events per second. This is a load that a 16-core InTrust server with SSD storage and 16GB of memory should handle without problems.

Tips on avoiding excessive workload on a server:

- Keep track of how many computers there are per InTrust server.
- Add InTrust servers if necessary.
- Assign different servers to different collections.
- Distribute the computers among your collections evenly.

**!** **CAUTION:** When adding an InTrust server to your existing organization, you should run InTrust setup under an account that can manage the InTrust configuration. The account used for installing the first InTrust server automatically has these privileges. To add InTrust organization administrators, in InTrust Deployment Manager click Manage | Configure Access. Of course, to add organization administrators, you must be an organization administrator yourself.

# Example: Configuring Logon and User Session Auditing

InTrust lets you gather two types of data related to users logging on and off computers:

1. Native Windows Security log events  
These events provide basic logon and logoff information, but contain no indication of the user's presence in the system at any particular time. They only capture the act of logging on and off, and their reliability is limited.
2. User session events enabled by InTrust  
These advanced events contain enough information to help you track not only logons and logoffs, but also when users are actively using computers. For example, they indicate the exact times and durations of terminal sessions connected to domain controllers. User session events are logged locally on computers that have the InTrust agent installed and are processed by collections where the "InTrust User Session Tracking" data source is enabled.

For logon and user session tracking to be complete, make sure both the "Windows Security Log" and "InTrust User Session Tracking" data sources are enabled in your collections. For details about enabling data sources, see [Managing Collections](#).

## Start Gathering

For the purposes of this topic, configure logon event gathering only from domain controllers. Take the following steps:

1. Right-click **Collections** and select **New Collection**.
2. On the General Properties step, give the collection a name indicating that it contains domain controllers.
3. Proceed to the Specify Computers step of the wizard, and add your domain controllers to the list. Make sure the **Install agents automatically** option is selected.
4. On the Data Sources and Repository step, make sure the "Windows Security Log" and "InTrust User Session Tracking" data sources are enabled.
5. Complete the steps.

After this, agents are installed on the domain controllers, and gathering starts automatically.

If you want to watch other computers in addition to or instead of domain controllers (for example, Exchange or file servers), create a new collection and add all the computers you need to it. Configure the gathering options for this collection likewise.

## Put Auditing to a Test

To confirm that auditing is working as intended, deliberately perform some of the activity you are watching for on the computers you are watching. Do any of the following:

- Log on to the computers included in the collection and log off
- Lock and unlock the computers
- Set a low screensaver timeout to cause the screensaver to start
- Switch the user

Next, check that your actions have been captured in the repository.

## View the Results in Repository Viewer

The InTrust Repository Viewer application lets you explore and analyze the contents of InTrust repositories. To browse the repository you have been collecting to, run Repository Viewer from the Start menu, and click **File | Open Repository**.

In the dialog box that opens, select the **Production repository** option, and proceed to specify the repository you have been working with.

**i** | **NOTE:** A *production repository* is a repository that is available in InTrust Deployment Manager or InTrust Manager. For details about production and idle repositories, see [Repository Connections](#).

The left pane of the Repository Viewer console shows:

- A navigation tree that organizes events by domain and log type
- A collection of predefined search folders with preconfigured popular filters for quick event analysis

You can select any of the search folder nodes or any of the repository hierarchy nodes, and view the events they contain by clicking the **Go** button. For the purposes of this document, the following predefined searches are useful:

- Searches in the **Logons** subfolders of the topmost search folders
- Searches in the **User sessions** subfolders of the topmost search folders

Select one of these searches and click **Go**. If events about your activity are displayed in the right pane, then auditing has been set up correctly.

For detailed Repository Viewer documentation, see [Searching in Repositories with Repository Viewer](#).

# Further Reading

This guide dealt with the default InTrust configuration. If you are interested in other InTrust capabilities and alternative workflows, or if you need in-depth information about the topics covered here, go to the [InTrust online documentation library](#).

## 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™.

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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.

## Contacting Quest

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## Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

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