

Quest® Change Auditor for Skype for
Business® 7.3
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.

Contents

Change Auditor for Skype for Business Overview	4
Introduction	4
Deployment requirements	5
System Overview	5
Skype for Business Auditing	6
Auditing requirements	6
Skype for Business Auditing page	6
Managing Skype for Business auditing	7
Upgrade considerations	7
Create and edit templates	7
Disable a template	8
Delete a template	9
Troubleshooting	9
Skype for Business Auditing wizard	9
Skype for Business Searches and Reports	11
Skype for Business built-in searches	11
Search results	12
About us	13
Our brand, our vision. Together.	13
Contacting Quest	13
Technical support resources	13

Change Auditor for Skype for Business Overview

- [Introduction](#)
- [Deployment requirements](#)
- [System Overview](#)

Introduction

Change Auditor for Skype for Business allows you to audit configuration and security setting changes in Microsoft Skype for Business Server and Microsoft Lync Server, providing change notifications for Skype user setup, permissions, and application configuration from Active Directory and the Microsoft Skype for Business Server and Microsoft Lync Server Central Management Store (CMS).

Specifically, Change Auditor for Skype for Business:

- Enables enterprise-wide visibility into key communication resources for instant messaging, voice, and video. This visibility allows you to see how Skype for Business is configured and enforced so you can take a proactive management approach. By doing so, you can:
 - Better enforce communication policies
 - Eliminate mistakes or violations
 - Reduce downtime
 - Strengthen compliance and security
- Captures critical changes to Skype's architecture, administration, topology, policies, and key user properties to ensure it is always available and you can detect who is changing your communication and collaboration tools. Detailed information is provided on who, what, when, where and from which server for change events, plus original and current values for all changes.
- Alerts, audits, and reports on critical changes made by administrators (including adding, deleting, or modifying user accounts, back-end configurations, security settings, topology, and configuration policy changes).
- Notifies organizations of changes to important items or patterns of changes.
- Reduces the risk of downtime and misconfiguration with reports that enable you to address system communication concerns.
- Enables continuous compliance and security auditing across your Microsoft enterprise.

This guide has been prepared to assist you in becoming familiar with Change Auditor for Skype for Business. 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 Change Auditor for Skype for Business Event Reference Guide.

Deployment requirements

For a successful deployment, ensure that your environment meets the minimum 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.

System Overview

Microsoft Skype for Business Server and Microsoft Lync Server store security settings in Active Directory. The management data such as topology, configurations, and policies is stored in the Central Management Store (CMS). CMS is implemented as a SQL database and the name of the database is XDS. Change Auditor audits Active Directory when an agent is installed on domain controllers. It audits the XDS database when the agent is installed on the SQL server hosting the CMS database and a template is created for the CMS server.

Change Auditor audits both the Active Directory and Central Management Store SQL Server XDS database to track, report, and alert on changes in a Skype for Business deployment.

The following describes the integration points and process required to audit a deployment:

- 1 Users deploy agents on all Active Directory domain controllers and the SQL Server hosting Central Management Store.
- 2 Users create a template for the Microsoft Skype for Business Server and Microsoft Lync Server Central Management Store.
- 3 Agents audit for changes in the Skype for Business / Lync environment and gather the events.
- 4 The agent processes events and forwards them to the coordinator.
- 5 The coordinator forwards events to the Change Auditor database.

Skype for Business Auditing

- [Auditing requirements](#)
- [Skype for Business Auditing page](#)
- [Managing Skype for Business auditing](#)

Auditing requirements

To audit Microsoft Skype for Business Server and Microsoft Lync Server 2013 events:

- Ensure that Microsoft Skype for Business Server or Microsoft Lync Server 2013 has been deployed according to Microsoft's deployment requirements.
- To audit changes to security setting stored in Active Directory, deploy agents to Active Directory domain controllers.
- To audit changes to management data such as topology, configurations and policies stored in the Central Management Store (CMS) database, deploy agents on the SQL server hosting the CMS.
- Ensure that the system requirements are met.
- Create a template to define the Central Management Store to audit.

i | **NOTE:** Skype for Business auditing is only available if you have licensed Change Auditor for Skype for Business. If you do not have a valid license you can use the features, however, associated events are not captured. To verify that it is licensed, right-click the coordinator icon in the system tray and select **Licensing**.

Skype for Business Auditing page

The Skype for Business Auditing page displays when Skype for Business is selected from the Auditing task list in the navigation pane of the Administration Tasks tab. From this page, you can start the Skype for Business Auditing wizard and create a template. You can also edit existing templates and remove templates that are no longer being used.

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.

Status

Indicates whether the auditing template is enabled or disabled.

Central Management Store (CMS) Instance name

Displays the Central Management Store server instance being audited.

- i** **NOTE:** The cells directly under the main heading rows are used for filtering data. That is, as you enter characters into these cells, the client redisplay the templates that meet the search criteria (i.e., comparison operator and characters entered). For more details about using the data filtering function provided throughout the client, see the Change Auditor User Guide.

Managing Skype for Business auditing

- [Upgrade considerations](#)
- [Create and edit templates](#)
- [Disable a template](#)
- [Delete a template](#)

Upgrade considerations

In previous versions of Change Auditor, Lync administration events were generated under the Active Directory subsystem. Starting with Change Auditor 6.9, the Lync Administration facility has been renamed to Skype for Business Administration facility and the administration events are found under the Skype for Business subsystem. The Change Auditor for Lync license and built-in searches have been deprecated and replaced with the Change Auditor for Skype for Business license and Skype for Business built-in searches.

When you upgrade from Change Auditor version 6.8 or earlier:

- Lync auditing stops.
- i** **NOTE:** You can still search and report on previously captured events. All legacy Lync Administration events are still shown in Active Directory subsystem.
- The Shared\Built-In\Lync search folder is renamed to Shared\Built-In\Skype for Business and contains the newly defined searches and any previously defined custom searches.

To capture new events with Skype for Business and avoid losing any audited activities, after an upgrade:

- 1 Install the new Skype for Business license on all coordinators.
- 2 Upgrade existing domain controller agents to version 6.9 or later.
- 3 Deploy a 6.9 or later agent on Skype for Business Central Management Store (CMS) and create a Skype for Business template.

Create and edit templates

- i** **NOTE:**
 - If the Central Management Store has been moved from one SQL Server instance to another, you must deploy the agent to the new SQL Server instance and create a Skype for Business auditing template.
 - If an agent associated with a Skype for Business template is uninstalled and then reinstalled, delete the template and recreate it.

To create a Skype for Business auditing template:

- 1 Open the **Administration Tasks** tab, click **Auditing**, and select **Skype for Business**.

- 2 Click **Add** to open the Skype for Business auditing wizard which steps you through the process of creating a template.
- 3 Enter a name for the template.

When you open the Skype for Business auditing wizard, the SQL Server and Instance hosting Central Management Store are retrieved from Active Directory and automatically populated on the page.

However, if the Microsoft Skype for Business Server / Microsoft Lync Server and the coordinator are deployed in different Active Directory forests, enter the CMS information to continue.

- Enter the SQL Server fully qualified domain name, and select the Default or select the Named SQL Instance option and enter the named instance name.
- 4 Enter the credentials required to connect to the Central Management Store database.
 - 5 (Optionally) Select **Test Database Credentials** to validate the credentials when the template is created to ensure that the database can be accessed.

i | **NOTE:** If a trust does not exist between the CMS SQL Server's domain and the coordinator's domain where the client is connected, the test for Windows Authentication may fail even though the CMS credentials are valid.

The agent server is automatically populated with the SQL server name if the Change Auditor agent is deployed on it.

- 6 Click **Finish** to create the template and return to the Skype for Business auditing page.

To modify a template:

i | **NOTE:** If the Central Management Store database server has changed, redeploy your agent to the new Central Management Store SQL Server, delete the existing template, then create a new template.

- 1 On the Skype for Business auditing page, select the template to modify and click **Edit**.
This displays the Skype for Business Auditing wizard, where you can modify the template name and Central Management Store SQL Server credentials.
- 2 Click **Finish** to save the changes.

Disable a template

To disable an auditing template:

Disabling a template allows you to temporarily stop auditing the Skype for Business CMS without having to remove the template.

i | **NOTE:** Agents continue to generate events sourced in Active Directory even if the template has been disabled.

- 1 On the Skype for Business Auditing page, use one of the following methods to disable an auditing template:
 - Place your cursor in the **Status** cell for the 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:** Agents continue to generate events sourced in Active Directory even if the template has been deleted.

To delete an auditing template:

- 1 On the Skype for Business auditing page, select the template to delete and click **Delete | Delete Template**.
- 2 A dialog is displayed confirming that you want to delete the selected template. Click **Yes**.

Troubleshooting

If events are not being displayed or the agent is not refreshing and updating its configuration:

- Ensure that the Skype for Business license is applied on all coordinators.
- Restart the agent on the domain controllers and Skype for Business Central Management Store.
- Review the Change Auditor for Skype for Business log file on the Central Management Store and Change Auditor Coordinator log file.

Skype for Business Auditing wizard

To audit Microsoft Skype for Business Server and Microsoft Lync Server events, you need to define a Skype for Business auditing template for the Central Management Store to audit. You can also use this wizard to modify a previously defined template.

The following table provides a description of the fields and controls in the Skype for Business auditing wizard.

i | **NOTE:** A red flashing icon indicates that you have not yet entered the required information. Hovering your cursor over this icon displays a tool tip explaining what to enter.

Table 1. Skype for Business

Page	Description
Template configuration options	<p>Template Name: Enter a descriptive name for the template being created.</p> <p>SQL Server: When you open the Skype for Business auditing wizard, the SQL Server and Instance hosting Central Management Store are retrieved from Active Directory and automatically populated on the page. However, if the Microsoft Skype for Business Server / Microsoft Lync Server and the coordinator are deployed in different Active Directory forests, enter the Central Management Store (CMS) SQL Server fully qualified domain name and select the SQL Instance type (Default or Named SQL Instance) to continue.</p> <p>SQL Instance Credentials: Select the CMS SQL database authentication type and enter the credentials required to connect to the Central Management Store database server.</p> <ul style="list-style-type: none">• Login ID: The CMS database Login ID.• Password: The CMS database password.• Domain: The CMS database domain. <p>Test Database Credentials: (Optionally) Select to validate the credentials when the template is created to ensure that the database can be accessed.</p> <p>NOTE: If a trust does not exist between the CMS SQL Server's domain and the coordinator's domain where the client is connected, the test for Windows Authentication may fail even though the CMS do credentials are valid.</p> <p>Agent Configuration: The agent server is automatically populated with the SQL server name if the agent is deployed on it.</p>

Skype for Business Searches and Reports

- [Skype for Business built-in searches](#)
- [Search results](#)

Skype for Business built-in searches

The terms 'searches' and 'reports' are used in conjunction to acquire the desired output. You run a 'search' and the results returned are referred to as a 'report'. The built-in searches retrieve Microsoft Skype for Business Server and Microsoft Lync Server activity captured by deployed agents enabling you to access valuable information from a variety of perspectives.

i | NOTE:

- Starting with Change Auditor 6.9, the Lync Administration facility has been renamed to Skype for Business Administration facility and the administration events are found under the Skype for Business subsystem.
- The Lync built-in searches have been deprecated and replaced with Skype for Business built-in searches located under the Skype for Business folder.
- Any reports defined based on the deprecated Lync built-in searches will no longer work. You need to delete these reports and create new reports based on the Skype for Business searches.

To see a complete list of built-in reports, see the Change Auditor Built-in Reports Reference Guide.

To run a built-in search:

- 1 Click on the **Searches** tab.
- 2 Expand and select the appropriate folder in the explorer view (left pane) to display the list of search definitions stored in the selected folder. For example, selecting the **Shared | Built-in | Skype for Business** will display all the available built-in searches.
- 3 In the right-hand pane, locate the search to be run and use one of the following methods to run the selected search:
 - Double-click a search definition
 - Right-click a search definition and select the **Run** menu command
 - Select the search definition and click the **Run** tool bar button at the top of the Searches page
- 4 A new Search Results Page will be displayed populated with the audited events that met the search criteria defined in the selected search definition.

i | NOTE: To modify a built-in search, see the Change Auditor User Guide.

Search results

The Skype for Business event information (including key information like who, what, when, where, why, and the event origin information) can be viewed on the Event Details pane in the Change Auditor client. The following table provides a description of the event details provided for Skype for Business events.

Table 2. Event Details pane: Skype for Business events

ChangeAuditor	Description
Severity	Displays "Low", "Medium", or "High" depending on the event.
Who	Specifies the name of the user who initiated the change. NOTE: Due to the nature of some events, the "who" field will display the computer account rather than an individual user because it is the computer account that is actually making the change.
Where	Displays the domain controller or CMS SQL server where the change occurred.
What	Displays a description of the activity that occurred. NOTE: For lengthy descriptions, hover your cursor over the description field to view the entire event description.
When	Specifies the date and time when the change occurred.
Source	Displays 'Change Auditor' which is the application from which the event was retrieved.
Origin	Displays the NetBIOS name and IP address of the computer from which the event was generated.
Subsystem	Displays Skype for Business.
Action	Displays the action that was taken against the Active Directory object, such as Add Attribute, Add Object, Delete Attribute, Delete Object, Modify Attribute, Move Object.
Facility	Displays the event class facility to which the event belongs.
Attr	If an attribute has been added, deleted or modified, this field displays the name of the attribute.
Object	Displays the name of the object that was modified.
SSL/TLS	Indicates whether the LDAP operation is secured using the SSL (Secure Socket Layer) or TLS (Transport Layer Security) technology. NOTE: If changes are initiated within LSASS and not through the LDAP protocol itself, this field will not be captured.
Kerberos	Indicates whether the LDAP operation is signed using Kerberos-based encryption. NOTE: If changes are initiated within LSASS and not through the LDAP protocol itself, this field will not be captured.
From To	Displays the old value that was assigned to the object and the new value that is now assigned. NOTE: This information is not available for occurrence type events, such as when an object is created or deleted.

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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.