

Bomgar 10.2 Syslog Message Reference

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Introduction

This document is intended to provide a reference for the syslog messages that are generated by the /login interface of the Bomgar Box. It is assumed that the reader is familiar with the syslog concept and functionality. This document lists the different events that are logged by the syslog service that resides on the appliance and describes what the events mean as well as what triggers them.

Message Format

All syslog messages follow a specific format. Below is an example of a message as well as an explanation of its parts.

```
Oct 12 14:58:35 example_host BG: 1234:01:01:site=support.example.com;who=John Smith(jsmith);
who_ip=192.168.1.1;event=login;target=web/login;status=success
```

The example above represents one message on one line. Messages can be broken down into two parts: a header followed by a payload of fields and values.

The header is made up of the date, time, hostname, and the characters **BG:**, which designate that this message is a Bomgar-specific syslog message. The remaining header information is made up of a unique 4-digit site ID, a segment number, and the total number of segments. If your appliance has only one site installed, all messages will have the same site ID. All three of these data are followed by colons. So from the example above, the entire header is simply:

Oct 12 14:58:35	example_host	BG:	1234:	01:	01:
└──────────────────┘			└──┘	└──┘	└──┘
Date/Time			Site ID	Segment Number	Total Segments

Following the header is the payload. The format of the payload is essentially **field1=value1;field2=value2;...** This format is better suited to provide an order-independent set of data than a comma-separated format would provide, since some of the messages may contain upwards of 70 fields of data.

Finally, note also the escaping of “=”, “;”, and “\” characters. If any payload values include any of these characters, those characters will be prefixed with a backslash character (“\”) to indicate that the next character is part of the value data, not a delimiter. For example, if a username were changed to **user;s=name\id** in the web interface, then the payload field/value pair in the syslog message would read **...new_username=user\s=name\id;**

Message Segmentation

As mentioned above, certain syslog messages can be much larger than others. As a result, the syslog service will segment any messages that are larger than 1KB into multiple messages. In this guide, these messages will be referred to as segments.

Since the message example above is less than 1024 bytes, the header shows a value of **01:01:**, indicating that this is the first segment and that there is only one segment in this message. A larger example message which does show segmentation is used in the **Old/New Nomenclature** section on page 4 of this guide.

Payload Format

Examination of the payload shows that there are several standard data fields in every message. Messages will also contain non-standard data fields that provide more information about the syslog message. For the moment, the standard data fields will be discussed.

site	The hostname for which the Bomgar software was built.
who	The username associated with this event.
who_ip	The IP address of the system that caused the event.
event	The name of the event that occurred

Again, each of these fields will be present somewhere within the payload, but the order is not specifically set. Of these four fields, the most significant is the **event** field. The value associated with the **event** field indicates what actually occurred.

```
Oct 12 14:58:35 example_host BG: 1234:01:01:site=support.example.com;who=John Smith(jsmith);
who_ip=192.168.1.1;event=login;target=web/login;status=success
```

From the example, it can be determined that this particular message was generated by a login attempt. The remaining payload provides information about that event. In this case, the login attempt was for the **/login** administrative interface (**target=web/login**), and it was a successful attempt (**status=success**).

Syslog messages stack in order of occurrence. In the example below, a user attempts to log in but is required to change his or her password. The user tries to use an invalid password before setting one that matches the site's security policy and then log in successfully. Where the string **...<data truncated>...** occurs, extraneous data was removed to make the example messages more readable.

```
Oct 12 14:53:24 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
event=login;status=failure;reason=change_password
```

```
Oct 12 14:53:43 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
event=change_password;status=failure;reason=invalid_password
```

```
Oct 12 14:54:02 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
event=change_password;status=success
```

```
Oct 12 14:54:03 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
event=login;status=success
```

Integrated Login

If a user attempts to log in via integrated login, such as LDAP, RADIUS, or Kerberos, and is unsuccessful, a login failure message will be generated even if that user can subsequently log in using local credentials.

The message below would be generated if the user could not be obtained because the failure happened too early in the integrated process or if the exchange succeeded but the security provider configuration denied the user access.

```
Oct 12 14:53:24 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
who=Unknown(unknown);event=login;status=failure;reason=failed
```

Such a scenario could cause the following sequence to occur. A user attempts integrated authentication, fails because of a technical reason, such as being unable to supply a proper service ticket for Kerberos, and as a result, no username is available. However, the user then logs in using a local account or an account on another security provider.

```
Oct 12 14:53:24 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
who=Unknown(unknown);event=login;status=failure;reason=failed
```

```
Oct 12 14:53:28 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
who=John Smith(jsmith);event=login;status=success
```

An alternate scenario could occur if a security provider is not configured with a proper default policy or group lookup for an integrated login, or if it explicitly denies that user.

```
Oct 12 14:53:24 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
who=John Smith(jsmith@EXAMPLE.LOCAL);event=login;status=failure;reason=failed
```

```
Oct 12 14:53:28 example_host BG: 1234:01:01:site=support.example.com; ...<data truncated>...
who=John Smith(jsmith);event=login;status=success
```

Old/New Nomenclature

One important note should be made concerning a common nomenclature that is frequently used within syslog messages. When a change is made to an existing setting, the change is often notated by prefixing the original setting with **old_** and the new setting with **new_**. The example below demonstrates a display name change. Note that this example message is split into two segments because the amount of data exceeds 1KB.

```
Oct 12 14:53:24 example_host BG: 1234:01:02:site=support.example.com; ...<data truncated>...
event=user_changed;old_username=jsmith;old_display_name=John Smith;old_permissions:support
```

```
Oct 12 14:53:24 example_host BG: 1234:02:02:t=1;old_permissions:support:canned_messages=1;
...<data truncated>... new_display_name=John D. Smith
```

This event shows that the display name was changed. The syslog process takes a snapshot of the user's current settings and prefixes those settings with **old_**. It then takes a snapshot of only the changes that are about to take effect and prefixes those settings with **new_**. Because, in this example, only the **display_name** setting has been changed, only that setting will have both an **old_** entry and a **new_** entry. However, all of the other unchanged settings will also be listed, prefixed with **old_**.

Localized Strings

Another note concerns fields that refer to text in a specific language. When an event containing one of these fields is triggered, the resulting value is a localized string. When a localized string field is returned, the field name will change to include the value's language.

For example, the **label** field of an exit survey question event returns a localized string. If a question's label is changed, the resulting message would appear in the following format:

```
Oct 12 14:53:24 example_host BG: 1234:01:02:site=support.example.com; ...<data truncated>...  
event=cust_exit_survey_question_changed;old_label:en-us=Questions;old_label:es=Preguntas;  
new_label:en-us=Comments;new_label:es=Comentarios
```

Note that even if your Bomgar Box does not have multiple languages installed, all applicable messages will be formatted as localized strings.

Events

Each syslog message contains the name of an event that triggered the message to be logged in the first place. Most of the event types are defined within the **/login** administrative interface and are triggered by actions such as login attempts, creating users, and so forth. The representative console also triggers syslog messages, but only for login and logout attempts.

Below is a comprehensive list of the possible events included with this version of Bomgar software, accompanied by a brief description of each event. Note that some events may be caused by multiple triggers. In those cases, the triggers are identified below.

Event	Trigger
backup_created	A backup of the current software configuration has been saved.
change_password	A user has attempted to change his or her password.
change_username	A user has attempted to change his or her username.
cust_exit_survey_question_added	A new customer exit survey question has been added and saved.
cust_exit_survey_question_changed	An existing customer exit survey question has been edited and saved.
cust_exit_survey_question_option_added	A new option, such as a radio button, check box, or menu item, has been added to a customer exit survey question, and the question has been saved.
cust_exit_survey_question_option_changed	An existing option for a customer exit survey question, such a radio button, check box, or menu item, has been edited, and the question has been saved.
cust_exit_survey_question_option_removed	An existing option for a customer exit survey question, such a radio button, check box, or menu item, has been removed, and the question has been saved.
downloaded_rep_client	A user has clicked the link to download the representative console.
file_removed_from_file_store	A file has been deleted from the file store.
file_uploaded_to_file_store	A file has been added to the file store.
group_policy_added	A new group policy has been created and saved.
group_policy_changed	An existing group policy's priority level has changed, and the change has been saved.
group_policy_member_added	A new member has been added to a group policy, and the policy has been saved.

Event	Trigger
group_policy_member_removed	An existing member has been removed from a group policy, and the policy has been saved.
group_policy_removed	An existing group policy has been deleted.
group_policy_setting_added	A group policy setting has been designated as defined in this policy, and the policy has been saved.
group_policy_setting_changed	An existing group policy setting or override status has been changed, and the policy has been saved.
group_policy_setting_removed	A group policy setting previously defined in this policy has been removed, and the policy has been saved.
jumpoint_added	A new Jumpoint has been created and saved.
jumpoint_changed	An existing Jumpoint has been changed, and the Jumpoint has been saved.
jumpoint_removed	An existing Jumpoint has been deleted.
jumpoint_user_added	A new member has been added to a Jumpoint, and the Jumpoint has been saved.
jumpoint_user_removed	An existing member has been removed from a Jumpoint, and the Jumpoint has been saved.
kerberos_keytab_added	A new Kerberos keytab has been uploaded.
kerberos_keytab_removed	An existing Kerberos keytab has been deleted.
login	A login attempt has been made to the administrative interface or to the representative console.
logout	A user has logged out of the representative console, whether by deliberate action, by an administrator, or as the result of a lost connection to the Bomgar Box.
outbound_event_recipient_added	A new outbound event has been added and saved.
outbound_event_recipient_changed	An existing outbound event has been modified and saved.

Event	Trigger
outbound_event_recipient_removed	An existing outbound event has been deleted.
outbound_event_trigger_added	A new trigger has been added for an outbound event, and the event has been saved.
outbound_event_trigger_removed	An existing trigger for an outbound event has been removed, and the event has been saved.
pdcust_banner_reverted_to_factory_default	The banner image for the presentation attendee client has been reverted to the default image.
pdcust_banner_uploaded	A new banner image for the presentation attendee client has been uploaded to the site.
presentation_session_detail_generated	A detailed report has been run for a presentation session.
presentation_session_report_generated	A report of presentation sessions has been run.
public_site_added	A new public site has been created and saved.
public_site_address_added	A hostname has been added to a public site, and the site has been saved.
public_site_address_removed	A hostname has been removed from a public site, and the site has been saved.
public_site_changed	An existing public site has been changed.
public_site_customer_banner_reverted_to_factory_default	The banner image for the customer client has been reverted to the default image.
public_site_customer_banner_uploaded	A new banner image for the customer client has been uploaded to the site.
public_site_exit_survey_added	A question has been added to a public site's customer or representative exit survey, and the site has been saved.
public_site_exit_survey_removed	A question has been removed from a public site's customer or representative exit survey, and the site has been saved.
public_site_removed	An existing public site has been deleted.

Event	Trigger
public_site_setting_added	A public site setting has been defined for the first time, and the site has been saved.
public_site_setting_changed	A public site setting has been modified, and the site has been saved.
public_site_team_added	A support team's issues have been added to a public site's front-end survey, and the site has been saved.
public_site_team_removed	A support team's issues have been removed from a public site's front-end survey, and the site has been saved.
public_template_deleted	An HTML template has been removed.
public_template_written	An HTML template has been modified and saved.
rep_client_connection_terminated	An administrator has terminated a representative's connection.
rep_exit_survey_question_added	A new representative exit survey question has been added and saved.
rep_exit_survey_question_changed	A representative exit survey question has been edited and saved.
rep_exit_survey_question_option_added	A new option, such as a radio button, check box, or menu item, has been added to a representative exit survey question, and the question has been saved.
rep_exit_survey_question_option_changed	An existing option for a representative exit survey question, such a radio button, check box, or menu item, has been edited, and the question has been saved.
rep_exit_survey_question_option_removed	An existing option, such a radio button, check box, or menu item, has been removed from a representative exit survey question, and the question has been saved.
restored_from_backup	The software configuration has been successfully restored from its backup file.
restoring_from_backup	The software configuration is in the process of restoring from its backup file.
sdcust_exit_survey_report_generated	A report of customer exit survey results has been run.
sdrep_exit_survey_report_generated	A report of representative exit survey results has been run.

Event	Trigger
security_provider_added	A new security provider configuration has been added and saved.
security_provider_changed	An existing security provider configuration's priority level has changed, and the change has been saved.
security_provider_removed	An existing security provider configuration has been deleted.
security_provider_setting_added	A security provider setting has been added as part of the initial configuration, and the configuration has been saved.
security_provider_setting_changed	An existing security provider configuration has been modified and saved.
security_provider_setting_removed	A security provider setting has been removed as part of the deletion of a security provider configuration.
server_software_restarted	The Bomgar software has been restarted.
setting_added	A setting has been defined and saved for the first time.
setting_changed	A setting has been modified and saved.
starting_support_tunnel	A support tunnel has been initiated from the Bomgar Box.
support_canned_messages_added	A new canned message has been added and save.
support_canned_messages_changed	An existing canned message has been modified and saved.
support_canned_messages_removed	An existing canned message has been deleted.
support_session_detail_generated	A detailed report has been run for a support session.
support_session_report_generated	A report of support sessions has been run.
support_session_summary_report_generated	A summary report of support sessions has been run.
support_team_added	A new support team has been defined and saved.
support_team_changed	An existing support team's name or number of reserved licenses has been changed, and the change has been saved.

Event	Trigger
support_team_issue_added	A new issue has been added to a team's managed issues, and the change has been saved.
support_team_issue_removed	An existing issue has been deleted from a team's managed issues.
support_team_member_added	A new member has been added to a team, and the team has been saved.
support_team_member_changed	An existing member has been assigned a different role in a team, and the team has been saved.
support_team_member_removed	An existing member has been deleted from a team, and the team has been saved.
support_team_removed	An existing support team has been deleted.
team_activity_report_generated	A team activity report has been run.
user_added	A new local user has been created and saved.
user_changed	An existing local user has been modified and saved.
user_removed	An existing local user has been deleted.

Fields

Many of the events listed above will have additional fields. These fields are defined below.

Change Password Fields

These fields apply to the **change_password** event.

Field	Value	Explanation
status	success failure	Whether the password change attempt succeeded or failed.
reason	failed invalid_password	Indicates whether the old password supplied was incorrect or the new password failed to meet complexity requirements.

Change Username Fields

These fields apply to the **change_username** event.

Field	Value	Explanation
status	success failure	Whether the username change attempt succeeded or failed.
reason	failed invalid_username	Indicates whether the supplied password was incorrect or the new username failed to meet formatting requirements.

Exit Survey Question Fields

These fields apply to the `cust_exit_survey_question_added`, `cust_exit_survey_question_changed`, `rep_exit_survey_question_added`, and `rep_exit_survey_question_changed` events.

Field	Value	Explanation
<code>html:class</code>	string	The HTML class for this question.
<code>html:id</code>	string	The HTML ID for this question.
<code>html:style</code>	string	The HTML style for this question.
<code>id</code>	string	The unique identifier for this question.
<code>label:[language]</code>	localized string	The question text that will be displayed to the user.
<code>name</code>	string	The internal name used for formatting of this question.
<code>order</code>	integer	The order in which this question will be displayed, starting from 0 .
<code>report_header:[language]</code>	localized string	The header for this question to display in exit survey reports.
<code>required</code>	1 or 0	1 : The representative is required to answer this question before closing the session. 0 : The representative is not required to answer this question.
<code>select:multiple</code>	1 or 0	1 : Multiple selections are allowed. 0 : Only one selection is allowed.
<code>text:maxlength</code>	integer	The maximum number of characters that can be entered in the text box.
<code>text:size</code>	integer	The width of the text box.
<code>textarea:cols</code>	string	The number of columns in the text area.
<code>textarea:rows</code>	string	The number of rows in the text area.
<code>type</code>	text textarea checkbox radio select	The type of question being added, modified, or removed.

Exit Survey Question Option Fields

These fields apply to the `cust_exit_survey_question_option_added`, `cust_exit_survey_question_option_changed`, `cust_exit_survey_question_option_removed`, `rep_exit_survey_question_option_added`, `rep_exit_survey_question_option_changed`, and `rep_exit_survey_question_option_removed` events.

Field	Value	Explanation
default	string	The default value for this radio button, check box, or select option.
default:[language]	localized string	The default value for this text box or text area option.
id	string	The unique identifier for this option.
label:[language]	localized string	The display value shown for this option.
order	integer	The order in which this radio button, check box, or select option will be displayed, starting from 0.
question:id	string	The unique identifier of the question for which this option will be displayed.
question:name	string	The name of the question for which this option will be displayed.
value	string	The value of this radio button, check box, or select option as logged in the survey reports.

File Store Fields

These fields apply to the `file_removed_from_file_store` and `file_uploaded_to_file_store` events.

Field	Value	Explanation
filename	string	The name of the file being uploaded to or removed from the file store.
size	integer	The size in bytes of the file being uploaded to the file store.

Group Policy Fields

These fields apply to the **group_policy_added**, **group_policy_changed**, and **group_policy_removed** events.

Field	Value	Explanation
id	string	The unique identifier for this group policy.
name	string	The name of this group policy.
priority	integer	The priority of this group policy, in order of execution, starting from 1.

Group Policy Member Fields

These fields apply to the **group_policy_member_added** and **group_policy_member_removed** events.

Field	Value	Explanation
policy:id	string	The unique identifier of the policy to which this member belongs.
policy:name	string	The name of the policy to which this member belongs.
provider:id	string	The unique identifier of the security provider against which this member authenticates.
provider:name	string	The name of the security provider against which this member authenticates.
user:external_id	string	The username of this group policy member.

Group Policy Setting Fields

These fields apply to the **group_policy_setting_added**, **group_policy_setting_changed**, and **group_policy_setting_removed** events. Group policy setting events also include the **permissions** fields detailed on page 36 below.

Field	Value	Explanation
allow_override	1 or 0	1: This setting can be overridden by a policy with a lower priority. 0: This setting cannot be overridden by a policy with a lower priority.
policy:id	string	The unique identifier of the group policy for which this setting is configured.
policy:name	string	The name of the group policy for which this setting is configured.

Jumpoint Fields

These fields apply to the **jumpoint_added**, **jumpoint_changed**, and **jumpoint_removed** events.

Field	Value	Explanation
disabled	1 or 0	1: This Jumpoint is disabled. 0: This Jumpoint is enabled.
id	string	The unique identifier of this Jumpoint.
name	string	The name of this Jumpoint.

Jumpoint User Fields

These fields apply to the **jumpoint_user_added** and **jumpoint_user_removed** events.

Field	Value	Explanation
jumpoint:id	string	The unique identifier of the Jumpoint to which this user is being added or removed.
jumpoint:name	string	The name of the Jumpoint to which this user is being added or removed.
user:id	string	The unique identifier of the user being added or removed.
user:username	string	The name of the user being added or removed.

Kerberos Keytab Fields

These fields apply to the **kerberos_keytab_added** and **kerberos_keytab_removed** events.

Field	Value	Explanation
enctype	string	The encryption type of the keytab.
principal	string	The service principal of the keytab.
timestamp	Unix timestamp	The timestamp of the keytab.
vno	integer	The key version number of the keytab.

Login Fields

These fields apply to the **login** event, triggered from the administrative interface or the representative console.

Field	Value	Explanation
status	success failure	Whether the login attempt succeeded or failed.
reason	failed account_disabled account_expired exceeded_failed_login_attempts change_password	Indicates the reason for the failure, such as the account being disabled or expired, the number of failed login attempts having exceeded the permissible amount, or the password requiring reset.

Outbound Event Recipient Fields

These fields apply to the **outbound_event_recipient_added**, **outbound_event_recipient_changed**, and **outbound_event_recipient_removed** events.

Field	Value	Explanation
cert	<data> or blank	Indicates that a certificate has been uploaded or changed. Only the value <data> will be displayed for a changed certificate.
disabled	1 or 0	1 : The outbound event recipient is disabled. 0 : The outbound event recipient is enabled.
failure:email	string	The email address to which to send a failure notification if the outbound event cannot be posted.
failure:first_notice	integer	The number of seconds that must have elapsed since the first error before sending a failure notification email.
failure:repeat_interval	integer	The number of seconds that must have elapsed since the last alert was sent before sending another failure notification email if the event is still failing.
id	string	The unique identifier of this outbound event recipient.
name	string	The name of this outbound event recipient.
retry:duration	integer	The number of seconds that must have elapsed since the first error before the event stops retrying and is marked as failed.
retry:interval	integer	The number of seconds between each retry attempt.
url	string	The URL of the outbound event recipient to which the event will be posted.

Outbound Event Trigger Fields

These fields apply to the **outbound_event_trigger_added** and **outbound_event_trigger_removed** events.

Field	Value	Explanation
event:name	support_conference_begin support_conference_end support_conference_owner_changed support_conference_member_added support_conference_member_departed support_conference_customer_exit_survey_completed support_conference_rep_exit_survey_completed	The event to send to the recipient. There will be one event per post, with multiple events resulting in multiple posts to the recipient.
recipient:id	string	The unique identifier of the recipient to which this event will be posted.
recipient:name	string	The name of the recipient to which this event will be posted.

Public Site Fields

These fields apply to **public_site_added**, **public_site_changed**, and **public_site_removed** events.

Field	Value	Explanation
id	string	The unique identifier of this public site.
name	string	The name of this public site.
template:id	string	The unique identifier of the HTML template applied to this public site.
template:name	string	The name of the HTML template applied to this public site.

Public Site Address Fields

These fields apply to **public_site_address_added** and **public_site_address_removed** events.

Field	Value	Explanation
address	string	The hostname being added or removed.
public_site:id	string	The unique identifier of the public site to which this address is assigned.
public_site:name	string	The name of the public site to which this address is assigned.

Public Site Customer Banner Fields

These fields apply to **public_site_customer_banner_reverted_to_factory_default** and **public_site_customer_banner_uploaded** events.

Field	Value	Explanation
site:id	string	The unique identifier of the public site to which this customer client banner image is assigned.
site:name	string	The name of the public site to which this customer client banner image is assigned.
size	integer	The size in bytes of the custom banner image. Applies only to new images being uploaded.

Public Site Exit Survey Fields

These fields apply to **public_site_exit_survey_added** and **public_site_exit_survey_removed** events.

Field	Value	Explanation
public_site:id	string	The unique identifier of the public site to which this exit survey question is assigned.
public_site:name	string	The name of the public site to which this exit survey question is assigned.
question:id	string	The unique identifier of this exit survey question.
question:name	string	The name of this exit survey question.
question:type	customer representative	Indicates whether this is a customer or a representative exit survey question.

Public Site Setting Fields

These fields apply to **public_site_setting_added** and **public_site_setting_changed** events.

Field	Value	Explanation
exit_survey:customer	1 or 0	1: Enable the customer exit survey for this public site. 0: Disable the customer exit survey for this public site.
exit_survey:representative	1 or 0	1: Enable the representative exit survey for this public site. 0: Disable the customer exit survey for this public site.
public_site:front_end_survey	1 or 0	1: Show the front-end survey as a means of initiating support sessions from this public site. 0: Do not show the front-end survey on this public site.
public_site:front_end_survey:company_code	1 or 0	1: Show a company code field on the front-end survey for this public site. 0: Do not show the company code field for this public site.
public_site:front_end_survey:help	1 or 0	1: Show a help option for the front-end survey on this public site.. 0: Do not show help for the front-end survey on this public site.
public_site:front_end_survey:options	issues reps	Whether to display a list of issues or a list of representatives on the front-end survey for this public site. An issue list places customers in a team queue; a representative lists places customers in the selected representative's personal queue.
public_site:id	string	The unique identifier of the public site to which this settings is applied.
public_site:name	string	The name of the public site to which this setting is applied.
public_site:presentation_list	1 or 0	1: Show a list of presentations as a means of joining presentations from this public site. 0: Do not show a list of presentations on this public site.
public_site:presentation_list:help	1 or 0	1: Show a help option for the presentation list on this public site. 0: Do not show help for the presentation list on this public site.
public_site:rep_list	1 or 0	1: Show a list of logged-in representatives as a means of initiating support sessions from this public site. 0: Do not show the representative list on this public site.
public_site:rep_list:help	1 or 0	1: Show a help option for the representative list on this public site. 0: Do not show help for the representative list on this public site.

Field	Value	Explanation
public_site:session_keys	1 or 0	<p>1: Show a session key submission area as a means of initiating support sessions from this public site.</p> <p>0: Do not show the session key submission area on this public site.</p>
public_site:session_keys:help	1 or 0	<p>1: Show a help option for session key submission on this public site.</p> <p>0: Do not show help for session key submission on this public site.</p>
support:abandoned	1 or 0	<p>1: Display an orphaned session message if no one is available to take a support session initiated from this public site.</p> <p>0: Do not display an orphaned session message if no representatives are available for this public site.</p>
support:abandoned:url	string	Redirect an orphaned session initiated from this public site to this URL. If blank, no redirect will occur.
support:agreement	1 or 0	<p>1: Show a customer agreement message before support sessions initiated from this public site.</p> <p>0: Do not display a customer agreement for this public site.</p>
support:app_sharing	1 or 0	<p>1: Allow customers to choose which applications to share at any point of a screen sharing session initiated from this public site.</p> <p>0: Do not allow customers to choose which applications to share unless specifically requested by the representative.</p>
support:chat:download	1 or 0	<p>1: Allow customers to view and download chat transcripts at the end of support sessions from this public site.</p> <p>0: Do not allow customers to view chat transcripts on this public site.</p>
support:greeting	1 or 0	<p>1: Display a customer greeting message before support sessions initiated from this public site.</p> <p>0: Do not display a customer greeting for this public site.</p>
support:locking:automatic	1 or 0	<p>1: Lock the remote computer if the customer client loses its connection and cannot reconnect for sessions initiated from this public site.</p> <p>0: Do not lock the remote computer if the customer client connection is lost for sessions initiated from this public site.</p>
support:locking:deliberate	1 or 0	<p>1: Lock the remote computer when the representative ends the support session for sessions initiated from this public site.</p> <p>0: Do not lock the remote computer when the session ends for sessions initiated from this public site.</p>

Field	Value	Explanation
support:locking:rep_override	1 or 0	1: Allow the representative to choose whether to lock the remote computer or not at the end of a session initiated from this site on a per-session basis. 0: Do not allow the representative to override the default setting for remote computer locking for this public site.
support:on_hold	1 or 0	1: Display a hold message before support sessions initiated from this public site. 0: Do not display a hold message for this public site.
support:on_hold:interval	integer	The number of seconds to wait between each time the hold message is sent from this public site.
support:reconnect_interval	integer	The number of seconds a customer client should attempt to reconnect if the connection is lost from this public site.
support:recordings:download	1 or 0	1: Allow customers to view and download session recordings at the end of support sessions from this public site. 0: Do not allow customers to view recordings on this public site.
support:rep_presence_indicator	1 or 0	1: Show a watermark on the customer's and the representative's computers during support sessions initiated from this site. 0: Do not show a watermark during support sessions for this site.

Public Site Team Fields

These fields apply to **public_site_team_added** and **public_site_team_removed** events.

Field	Value	Explanation
public_site:id	string	The unique identifier of the public site to which this team's issues are assigned.
public_site:name	string	The name of the public site to which this team's issues are assigned.
team:id	string	The unique identifier of this support team.
team:name	string	The name of this support team.

Public Template Fields

These fields apply to the **public_template_deleted** and **public_template_written** events.

Field	Value	Explanation
id	string	The unique identifier of this HTML template.
name	string	The name of this HTML template.

Rep Console Connection Fields

These fields apply to the **rep_client_connection_terminated** event.

Field	Value	Explanation
username	string	The username of the representative whose connection to the representative console has been terminated.
display_name	string	The display name of the representative whose connection to the representative console has been terminated.

Report Fields

These fields apply to the **presentation_session_report_generated**, **presentation_session_detail_generated**, **sdcust_exit_survey_report_generated**, **sdrep_exit_survey_report_generated**, **support_session_report_generated**, **support_session_detail_generated**, **support_session_summary_report_generated**, and **team_activity_report_generated** events.

Field	Value	Explanation
by	all team members rep site	Indicates whether the report was generated for all sessions, for sessions owned by a team, for sessions owned by members of a specific team, for a specific representative, or for a specific public site.
end_time	date	The readable date and time of the last date to be included in the report.
end_timestamp	Unix timestamp	The exact timestamp of the last date to be included in the report.
id	string	The username or team name for which the report was pulled, or all .
lsid	integer	The unique session identifier for a detailed session report.
row_count	integer	The maximum number of rows to display at one time.
row_start	integer	The first row shown on this page of the report.
session_count	integer	The number of session detail reports to display at one time. This will always be 1 .
session_id	string	The unique session identifier for a detailed session report.
site	string	The name of the public site for which the report was generated.
start_time	date	The readable date and time of the first date to be included in the report.
start_timestamp	Unix timestamp	The exact timestamp of the first date to be included in the report.
team_id	string	The unique identifier of the team for which the team activity report was generated.

Security Provider Fields

These fields apply to the **security_provider_added**, **security_provider_changed**, and **security_provider_removed** events.

Field	Value	Explanation
id	string	The unique identifier of this security provider configuration.
name	string	The name of this security provider configuration.
priority	integer	The priority of this security provider configuration, in the order in which authentication should be attempted, starting from 1. Two providers may share the same priority but only if one of these providers is a user provider and the other is a group provider.
provider_type	local cluster kerberos ldap radius	The type of service this provider configuration is set to access.
service_type	users groups	The type of authentication or authorization information this provider supplies.

Security Provider Setting Fields

These fields apply to the **security_provider_setting_added**, **security_provider_setting_changed**, and **security_provider_setting_removed** events.

Field	Value	Explanation
cluster:members	serialized labeled list	The identifier and name of the servers belonging to this cluster.
cluster:mode	failover random	The mode in which this cluster is set to operate.
default_group_policy:id	string	The unique identifier of the default group policy to apply to users who authenticate against this security provider.
default_group_policy:name	string	The name of the default group policy to apply to users who authenticate against this security provider.
kerberos:spns:list	string	The list of SPNs by which this provider is identified if the Kerberos SPN handling mode is set to list .
kerberos:spns:mode	all list	The way SPNs are matched to this provider. All handles any SPN recognized by the keytab, while list handles only the specified list of SPNs.
kerberos:users:list	string	The list of user principals that are considered part of this provider if the Kerberos user handling mode is set to list .
kerberos:users:mode	all list regex	The way users are matched to this provider. All handles any valid authentication attempt, list handles only the specified list of users, and regex handles only users who match the specified regular expression.
kerberos:users:regex	string	The Perl-compatible regular expression that user principals must match to be considered part of this provider if the Kerberos user handling mode is set to regex .
ldap:agent	1 or 0	1 : A connection agent is being used to enable communication. 0 : The LDAP server and the Bomgar Box communicate directly.
ldap:agent:password	* * * *	The password to be used when installing a connection agent.
ldap:binding:anonymous	1 or 0	1 : Anonymous binding is being used. 0 : A bind username and password are required.
ldap:binding:password	* * * *	The password used for binding.

Field	Value	Explanation
ldap:binding:username	string	The username used for binding.
ldap:cert	<data> or blank	Indicates that a certificate has been uploaded or changed. Only the value <data> will be displayed.
ldap:copy_provider:id	string	The unique identifier of the LDAP user provider from which this LDAP group provider is copying its configuration.
ldap:copy_provider:name	string	The name of the LDAP user provider from which this LDAP group provider is copying its configuration.
ldap:display_name	string	The set of LDAP attributes used to populate the display names of users or groups.
ldap:display_query	string	The LDAP query used to determine which users and groups to display when browsing via group policies.
ldap:encryption	none ssl starttls	The type of security encryption to use. None indicates non-encrypted LDAP, ssl indicates LDAPS, and starttls indicates LDAP with TLS.
ldap:groups:objects	string	The LDAP objectClasses that are considered valid groups.
ldap:groups:recursive	1 or 0	1 : Perform recursive group lookup, searching for group members of groups until no results are returned. 0 : Execute only one group lookup query.
ldap:groups:search_base	string	The distinguishedName at which to start searching for groups.
ldap:groups:unique_id	string	The set of LDAP attributes used to uniquely identify groups in the LDAP server.
ldap:groups:user_to_group_relationship	string	The mapping of LDAP attributes used to determine a user's group memberships.
ldap:host	string	The hostname of the LDAP server.
ldap:port	string	The port through which to connect to the LDAP server.
ldap:users:objects	string	The LDAP objectClasses that are considered valid users.

Field	Value	Explanation
ldap:users:query	string	The LDAP query used to map a particular username to an LDAP user object.
ldap:users:search_base	string	The distinguishedName at which to start searching for users.
ldap:users:unique_id	string	The set of LDAP attributes used to uniquely identify users in the LDAP server.
provider:id	string	The unique ID of the provider to which this setting applies.
provider:name	string	The name of the provider to which this setting applies.
radius:host	string	The hostname of the RADIUS server.
radius:port	string	The port through which to connect to the RADIUS server.
radius:shared_secret	* * * *	The shared secret to use in connecting to the RADIUS server.
radius:timeout	integer	The number of seconds allowed to elapse before the RADIUS server has timed out.
radius:users:list	string	The list of RADIUS users considered part of this provider. If blank, all users are allowed.
sync_display_name	1 or 0	<p>1: Every time a user logs in, his or her display name should be synchronized with the available remote information.</p> <p>0: A user's display name should be synchronized with the available remote information only the first time the user logs in.</p>

Setting Fields

These fields apply to the **setting_added** and **setting_changed** events.

Field	Value	Explanation
alerts:daily	1 or 0	1: Send a daily email notification to verify that communication is working correctly. 0: No daily communications will be sent.
alerts:email	string	The list of email addresses to which to send email alerts.
api	1 or 0	1: The API is enabled. 0: The API is disabled.
api:http	1 or 0	1: The API is enabled over HTTP. 0: The API is enabled only over HTTPS.
failover:alert_interval	integer	The number of seconds that must have elapsed since the last alert was sent before sending another failure notification email if no failover synchronization has occurred.
failover:auto_sync	1 or 0	1: Automatic data synchronization between a primary and a backup Bomgar Box is enabled. 0: Automatic data synchronization is disabled.
failover:bandwidth	integer	The maximum number of bytes per second that should be used for data synchronization between a primary and a backup Bomgar Box.
failover:sync_interval	integer	The number of seconds that should have elapsed since the last data synchronization occurred after which another synchronization should begin.
file_store:listing	1 or 0	1: Show the file store at the /file directory. 0: Do not allow web access to the file store.
licenses:warnings	1 or 0	1: Send an email notification if concurrent license usage reaches a certain threshold level. 0: Do not send license threshold emails.
licenses:warnings:email	string	The list of email addresses to which to send license threshold emails.
licenses:warnings:interval	integer	The number of seconds that must have elapsed since the last alert was sent before sending another license threshold email.

Field	Value	Explanation
licenses:warnings:threshold	string	The number or percentage of licenses concurrently in use that should trigger a license threshold alert to be sent.
login_restrictions:web	allow_all allow_list deny_list	Whether to allow all IP addresses, to allow only specified IP addresses, or to deny specified IP addresses access to the /login administrative interface of the Bomgar Box.
login_restrictions:web:list	string	A list of IPs which should be allowed or denied access to the /login administrative interface.
login_restrictions:web:ports:allow	string	A list of ports that are allowed to access the /login interface.
login_restrictions:web:ports:deny	string	A list of ports that are not allowed to access the /login interface.
presentations:abandoned	1 or 0	1 : Display an orphaned presentation message if no one is available to give the presentation. 0 : Do not display an orphaned presentation message if the presenter is unavailable.
presentations:agreement	1 or 0	1 : Display an attendee agreement message before presentations. 0 : Do not display an attendee agreement.
presentations:greeting	1 or 0	1 : Display an attendee greeting before presentations. 0 : Do not display an attendee greeting.
presentations:max_absent_time	integer	The maximum number of seconds a presentation can remain open without a presenter, whether the presenter never joined the presentation or joined and then left the presentation.
presentations:recordings:screen_sharing	1 or 0	1 : Record a Flash video of presentations. 0 : Do not record presentations.
presentations:recordings:screen_sharing:resolution	320x240 640x480 800x600 1024x768 1280x1024	The resolution to which to convert presentation recordings when viewing or downloading.
public_site:force_ssl	1 or 0	1 : Redirect all visitors to HTTPS. 0 : Allow both HTTP and HTTPS traffic.

Field	Value	Explanation
rep:email_controls	1 or 0	1: Allow representatives to send email invitations from the representative console. 0: Do not allow representatives to send email invitations from the representative console.
rep:general_queue	1 or 0	1: Enable a general queue of all representatives. 0: Do not enable the general queue.
rep:saved_logins	1 or 0	1: Allow representatives to have the representative console remember their credentials. 0: Do not allow the representative console to remember representatives' credentials.
session_keys:timeout	integer	The default number of seconds for which a generated session key is valid, after which it will expire.
session_keys:timeout:maximum	integer	The maximum number of seconds for which a generated session key can remain valid.
ssl:certificate_verify	1 or 0	1: Validate the SSL certificate chain for security. 0: Do not validate the SSL certificate chain.
support:fallback:jump_clients	1 or 0	If a representative drops a Jump session and no other representatives are in the session: 1: Attempt to transfer the session to the queue from which it was last transferred, then to the queue in which it originally arrived, and then to the general queue if enabled; only then terminate the session. 0: Terminate the session immediately.
support:fallback:normal	1 or 0	If a representative drops a normal session and no other representatives are in the session: 1: Attempt to transfer the session to the queue from which it was last transferred, then to the queue in which it originally arrived, and then to the general queue if enabled; only then terminate the session. 0: Terminate the session immediately.
support:jump_client:concurrent_upgrades	integer	The maximum number of Jump clients whose statistics can be updated at the same time.

Field	Value	Explanation
support:jump_client:stats	comma-delimited list	The statistics to collect from each Jump client. Currently recognized statistics include cn (computer name), st (status), cpu (central processing unit usage), fd (disk usage), ut (uptime), os (operating system), and tn (screen thumbnail image).
support:jump_client:stats:interval	integer	The number of seconds to wait between each Jump client statistics update.
support:recordings:command_shell	1 or 0	1: Record a Flash video of command shells. 0: Do not record command shells.
support:recordings:command_shell:resolution	320x240 640x480 800x600 1024x768 1280x1024	The resolution to which to convert command shell recordings when viewing or downloading.
support:recordings:screen_sharing	1 or 0	1: Record a Flash video of screen sharing during support sessions. 0: Do not record support sessions.
support:recordings:screen_sharing:resolution	320x240 640x480 800x600 1024x768 1280x1024	The resolution to which to convert support session recordings when viewing or downloading.
support:system_info:auto_log	1 or 0	1: Automatically log the remote computer's system information at the beginning of a session. 0: Do not log system information.
timezone	string	The time zone in which this Bomgar Box renders system times.
users:idle_timeout	integer	The maximum number of seconds a representative console can be idle before that representative will be logged out.
users:max_failed_logins	integer	The number of failed login attempts after which the account will be locked out.
users:passwords:complex	1 or 0	1: Require complex passwords. 0: Do not require complex passwords.

Field	Value	Explanation
users:passwords:default_expiration	integer	The default number of days that a password can be used before it expires and requires reset.
users:passwords:minimum_length	integer	The minimum number of characters required for a password.
users:passwords:reset	1 or 0	1: Users can reset forgotten passwords by correctly answering a security question. 0: Users cannot reset forgotten passwords.
users:terminate_if_user_logged_in	1 or 0	If a representative attempts to log into the representative console using an account that is already in use in another representative console: 1: Terminate the existing connection so that the new user can log in. 0: Maintain the existing connection and do not allow the new user to log in.

Support Canned Message Fields

These fields apply to the **support_canned_messages_added**, **support_canned_messages_changed**, and **support_canned_messages_removed** events.

Field	Value	Explanation
category	1 or 0	1: The added item is a category for messages. 0: The added item is an actual message.
id	string	The unique identifier of this message or category.
message	string	The text of the message. If this is a category, the value will be 0 .
team:id	string	The unique identifier of the team for which this message was created, or 0 if the message was created for all users.
team:name	string	The name of the team for which this message was created.
title	string	The title of this message or category.

Support Team Fields

These fields apply to the **support_team_added**, **support_team_changed**, and **support_team_removed** events.

Field	Value	Explanation
id	string	The unique identifier of the support team.
name	string	The name of the support team.
reserved_slots	integer	The number of licenses reserved for this team.

Support Team Issue Fields

These fields apply to the **support_team_issue_added** and **support_team_issue_removed** events.

Field	Value	Explanation
id	string	The unique identifier of this issue.
team:id	string	The unique identifier of the team to which this issue is assigned.
team:name	string	The name of the team to which this issue is assigned.
issue	string	The description of the issue as displayed to the customer on the front-end survey.

Support Team Member Fields

These fields apply to the **support_team_member_added**, **support_team_member_changed**, and **support_team_member_removed** events.

Field	Value	Explanation
role	member lead manager	The role this user plays in the team.
team:id	string	The unique identifier of the team to which this user belongs.
team:name	string	The name of the team to which this user belongs.
user:id	string	The unique identifier of the user being added to or removed from this team.
user:username	string	The name of the user being added to or removed from this team.

User Fields

These fields apply to the **user_added**, **user_changed**, and **user_removed** events. User settings also include the **permissions** fields detailed on page 36 below.

Field	Value	Explanation
account:created	date	The date and time this user account was created.
account:disabled	1 or 0	1 : This local user account is disabled. 0 : This local user account is active.
account:expiration	date	The date and time this local user account will expire, if ever.
account:failed_logins	integer	The number of consecutive failed attempts to log into this local account.
comments	string	Any comments associated with this user.
display_name	string	The display name of this user.
display_number	integer	The display number of this user.
external_id	string	An internal representation of a remote user's identifying information, such as an LDAP attribute, RADIUS username, or Kerberos principal name.
id	string	The unique identifier for this user.
password	* * * *	Indicates if the local user's password has been changed by an administrator.
password:expiration	date	The date and time the local user's password will expire, if ever.
password:reset	1 or 0	1 : The local user must create a new password upon next login. 0 : The password need not be changed.
password:will_expire	1 or 0	1 : The local user's password is set to expire on a certain date. 0 : The local user's password has no expiration set.
provider:id	string	The unique ID of the security provider against which this user last authenticated, or 1 for a local user.
provider:name	string	The name of the security provider against which this user last authenticated.
security_answer	* * * *	Indicates if the local user's security answer was changed by an administrator.
security_question	string	The security question the local user can answer to reset his or her password.
username	string	The username the user last used to authenticate to Bomgar. Not necessarily unique.

Permission Fields

These fields apply to both user and group policy events.

Field	Value	Explanation
jumpoints	serialized labeled list	The group's Jumpoint access in the form of permission:id:name , where permission is one of added , removed , or unknown ; id is the unique identifier of the Jumpoint; and name is the name of the Jumpoint.
permissions:admin	1 or 0	1: The user is an administrator. 0: The user is not an administrator.
permissions:change_display_name	1 or 0	1: The user may change his or her display name. 0: The user may not change his or her display name.
permissions:file_store	1 or 0	1: The user may add or remove files from the file store. 0: The user may not edit the file store.
permissions:presentations	1 or 0	1: The user is allowed to perform presentations. 0: The user is not allowed to perform presentations.
permissions:presentations:control	1 or 0	1: The user is allowed to grant mouse and keyboard control to an attendee during a presentation. 0: The user is not allowed to grant control to an attendee.
permissions:public_site	1 or 0	1: The user may create and edit public site configurations. 0: The user may not create or edit public sites.
permissions:reporting	1 or 0	1: The user may generate reports. 0: The user may not generate reports.
permissions:show_on_public_site	1 or 0	1: The user may be listed in the representative list of all applicable public sites. 0: The user may not be listed in the representative list.
permissions:support	1 or 0	1: The user is allowed to perform support. 0: The user is not allowed to perform support.
permissions:support:bomgar_button	1 or 0	1: The user is allowed to deploy Bomgar Buttons to remote customers' desktops. 0: The user is not allowed to deploy Bomgar Buttons.
permissions:support:canned_messages	none team team,global	The user can create and edit no canned messages, canned messages only for his or her teams, or all canned messages.

Field	Value	Explanation
permissions:support:command_shell	1 or 0	1: The user can work on the remote computer from the virtual command shell. 0: The user cannot use the virtual command shell.
permissions:support:control	1 or 0	1: The user is allowed to request remote computer control. 0: The user is not allowed to request control.
permissions:support:file_transfers:cust	string	A list of paths on the remote computer that the user is permitted to access for the purpose of file transfer, or empty if no path restrictions are configured.
permissions:support:file_transfers:download	1 or 0	1: The user may download files from the remote system. 0: The user is not allowed to download files.
permissions:support:file_transfers:rep	string	A list of paths on the user's local computer that the user is permitted to access for the purpose of file transfer, or empty if no path restrictions are configured.
permissions:support:file_transfers:upload	1 or 0	1: The user is allowed to upload files to the remote system. 0: The user is not allowed to upload files.
permissions:support:jump:clients	1 or 0	1: The user is allowed to Jump to unattended systems via pre-installed Jump clients. 0: The user is not allowed to Jump to unattended systems via pre-installed Jump clients.
permissions:support:jump:clients:config	1 or 0	1: The user is allowed to create and edit Jump clients. 0: The user is not allowed to create or edit Jump clients.
permissions:support:jump:clients:private	1 or 0	1: The user is allowed to install Jump clients for personal access. 0: The user may install Jump clients only for team access.
permissions:support:jump:default_action	allow deny	If a Jump is attempted and prompting is enabled, whether the user should be allowed or denied access if no one is present at the remote system to answer the prompt.
permissions:support:jump:local	1 or 0	1: The user is allowed to Jump to unattended computers on the same network without Jump clients or a Jumpoint. 0: The user is not allowed to Jump to computers on the same network without Jump clients or a Jumpoint.
permissions:support:jump:timeout	integer	If a Jump is attempted and prompting is enabled, the number of seconds to wait for a response before performing the default Jump action of allow or deny .

Field	Value	Explanation
permissions:jumpoint:admin	1 or 0	1: The user is allowed to create and edit Jumpoints. 0: The user is not allowed to create or edit Jumpoints.
permissions:support:privacy_mode	1 or 0	1: The user is allowed to disable remote user mouse and keyboard input and to hide the remote screen view. 0: The user is not allowed to work in privacy mode.
permissions:support:prompts	1 or 0	1: The customer is prompted before granting permissions. 0: The customer is not prompted to grant permissions.
permissions:support:prompts:screen_sharing:level	full_control full_access view_only cancel	An array of the levels of control to request when prompting for screen sharing.
permissions:support:require_app_sharing	1 or 0	1: The customer is required to choose which applications to share with the representative. 0: The customer is not required to choose which applications to share with the representative.
permissions:support:show_screen	1 or 0	1: The user is allowed to share his or her screen with the customer during a support session. 0: The user is not allowed to share his or her screen with the customer during a support session.
permissions:support:system_info	1 or 0	1: The user is allowed to view the remote system information. 0: The user is not allowed to view the remote system information.
permissions:teams	1 or 0	1: The user is allowed to create and edit support teams. 0: The user is not allowed to create or edit support teams.
team_memberships	serialized labeled list	The group's team memberships in the form of permission:role:id:name , where permission is one of added , removed , or unknown ; role is one of all , team_member , team_lead , or team_manager ; id is the unique identifier of the team; and name is the name of the team.

You can configure your Bomgar Box to send these log message to an existing syslog server. Bomgar Box logs are sent using the **local0** facility.

For more information on Bomgar administration, visit www.bomgar.com/documentation.