Bomgar 10.1.5 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 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.

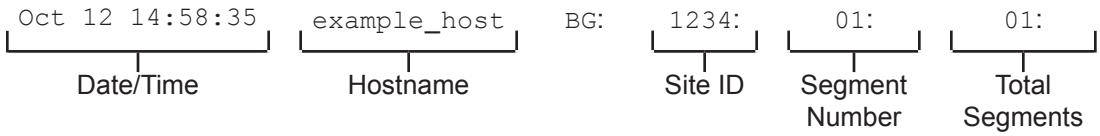
Message Format

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:



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 in to 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.

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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 has been required by an administrator 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
```


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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:suppor

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_**.

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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** or **/appliance** administrative interface and are triggered by actions such as login attempts, creating users, defining network settings, 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, 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
admin_password_reset_to_factory_default	The **Reset Admin Account** button has been clicked, reverting a site's administrative account to its default credentials.
backup_created	A backup of the current site 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 or check box, has been added to a customer exit survey question.
cust_exit_survey_question_option_changed	An existing option for a customer exit survey question, such a radio button or check box, has been edited and saved.
cust_exit_survey_question_option_removed	An existing option, such a radio button or check box, has been removed from a customer exit survey question.
cust_exit_survey_question_removed	A customer exit survey question has been deleted entirely.
default_site_changed	The default support site for this Bomgar Box has been changed to another site, and the change has been saved.

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Event	Trigger
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.
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 change 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.

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Event	Trigger
kerberos_keytab_added	A new Kerberos keytab has been uploaded.
kerberos_keytab_removed	An existing Kerberos keytab has been deleted.
license_usage_report_generated	A report has been run on the use of Bomgar licenses.
login	A login attempt has been made to the **/login** or **/appliance** 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.
network_address_added	A new IP address has been added and saved.
network_address_changed	An existing IP address has been modified and saved.
network_address_removed	An existing IP address has been deleted. Note that you cannot delete the default route.
network_changed	The global network configuration has been changed, and the change has been saved.
network_route_changed	A static route has been added, modified, or removed.
outbound_event_recipient_added	A new recipient for an outbound event has been added and saved.
outbound_event_recipient_changed	An existing recipient for an outbound event has been modified, and the change has been saved.
outbound_event_recipient_removed	An existing recipient for an 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.

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Event	Trigger
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_html_template_reverted_to_factory_default	The HTML template has been reverted to the factory default.
public_html_template_written	The HTML template has been modified and saved.
reboot	The Bomgar Box has been rebooted.
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 or check box, has been added to a representative exit survey question.
rep_exit_survey_question_option_changed	An existing option for a representative exit survey question, such a radio button or check box, has been edited and saved.
rep_exit_survey_question_option_removed	An existing option, such a radio button or check box, has been removed from a representative exit survey question.
rep_exit_survey_question_removed	A representative exit survey question has been deleted entirely.
restored_from_backup	A support site has been successfully restored from its backup file.
restoring_from_backup	A support site is in the process of restoring from its backup file.

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Event	Trigger
sdcust_banner_reverted_to_factory_default	The banner image for the customer client has been reverted to the default image.
sdcust_banner_uploaded	A new banner image for the customer client has been uploaded to the site.
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.
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 *[appliance or login]*	A setting has been defined and saved for the first time.
setting_changed *[appliance or login]*	A setting has been modified and saved.
site_aliases_changed	A site alias has been added or removed.
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.

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Event	Trigger
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.
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 has been saved.
support_team_member_changed	An existing member has been assigned a different role in the team.
support_team_member_removed	An existing member has been deleted from a team.
support_team_removed	A support team has been deleted.
syslog_server_changed	The remote syslog server setting has been changed and saved.
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.

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Fields

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

Login Fields

These fields apply to the **login** event, triggered from the **/appliance** administrative interface, the **/login** 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.

Password Change Fields

These fields apply to the **change_password** event, triggered from the **/appliance** administrative interface or the **/login** administrative interface.

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 me complexity requirements.

Username Change Fields

These fields apply to the **change_username** event, triggered from the **/appliance** administrative interface or the **/login** administrative interface.

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.

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Network Fields

These fields apply to the **network_changed** event, triggered from the **/appliance** administrative interface.

Field	Value	Explanation
default_route	string	The default network route for the Bomgar Box.
dns:1	string	The IP address of the primary DNS server.
dns:2	string	The IP address of the secondary DNS server.
dns:3	string	The IP address of the tertiary DNS server.
dns:opendns	**1** or **0**	**1**: The Bomgar Box should fall back to OpenDNS servers if the configured DNS servers fail to reply. **0**: The Bomgar Box should never fall back to OpenDNS servers.
gateway:interface	string	The interface to use as the default gateway.
gateway:ip	string	The IP address of the default gateway.
hostname	string	The hostname of the Bomgar Box.
icmp_echo	**1** or **0**	**1**: The interface will respond to ICMP echoes. **0**: The interface will not respond to ICMP echoes.
ntp_server	string	The IP address of the NTP server.
ssl:ciphers	comma-delimited list	The set of ciphersuites supported by the Bomgar Box for HTTPS/SSL traffic.
ssl:v2	**1** or **0**	**1**: SSLv2 is enabled. **0**: SSLv2 is not enabled.
ssl:v3	**1** or **0**	**1**: SSLv3 is enabled. **0**: SSLv3 is not enabled.

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Network Address Fields

These fields apply to the **network_address_added**, **network_address_changed**, and **network_address_removed** events, triggered from the **/appliance** administrative interface.

Field	Value	Explanation
enabled	**1** or **0**	**1**: This IP address is enabled. **0**: This IP address is disabled.
interface	string	The NIC to use as the interface.
ip	string	The IP address of the interface.
netmask	string	The netmask for this IP address.
permit:http	**1** or **0**	**1**: Permit HTTP traffic through this IP and interface. **0**: Do not permit HTTP traffic through this IP and interface.
permit:https	**1** or **0**	**1**: Permit HTTPS traffic through this IP and interface. **0**: Do not permit HTTPS traffic through this IP and interface.
permit:session	**1** or **0**	**1**: Permit Bomgar session traffic, such a representative console and customer client connections, through this IP and interface. **0**: Do not permit Bomgar session traffic through this IP and interface.

Network Route Descriptor

This field applies to the **network_route_changed** event, triggered from the **/appliance** administrative interface.

Field	Value	Explanation
[ip/bit=gw@NIC]	string	The IP address and CIDR bitmask, along with the gateway address at a particular interface. Examples: 10.0.0.0/8=10.0.0.1@NIC1 192.168.0.0/16=192.168.0.1@NIC2

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Appliance Interface Setting Fields

These fields apply to the **setting_added** and **setting_changed** events triggered from the **/appliance** administrative interface.

Field	Value	Explanation
email:encryption	**none** **ssl** **tls**	The type of encryption used for the SMTP email server.
email:host	string	The SMTP server through which to send emails.
email:password	* * * *	Indicates if the password has changed. The actual string is never supplied.
email:port	integer	The SMTP server port through which to connect.
email:user	string	The username used to authenticate with the SMTP server.
networks:list	string	A list of IP addresses which should be allowed or denied.
networks:type	**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 **/appliance** administrative interface of the Bomgar Box.
ports:http	comma-delimited list	A list of ports that will respond to HTTP traffic.
ports:https	comma-delimited list	A list of ports that will respond to HTTPS traffic.
ports:management:allowed	comma-delimited list	A list of ports that are allowed to access the **/appliance** interface.
ports:management:denied	comma-delimited list	A list of ports that are not allowed to access the **/appliance** interface.
ports:management:http	integer	The port to use when generating a URL that should be viewed over HTTP.
ports:management:https	integer	The port to use when generating a URL that should be viewed over HTTPS.
syslog	string	The address of the remote syslog server to which to send messages.
timezone	string	The time zone in which this Bomgar Box renders system times.

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Customer and Representative Exit Survey Question Fields

These fields apply to the **cust_exit_survey_question_added**, **cust_exit_survey_question_changed**, **cust_exit_survey_question_removed**, **rep_exit_survey_question_added**, **rep_exit_survey_question_changed**, and **rep_exit_survey_question_removed** events, triggered from the **/login** administrative interface.

Field	Value	Explanation
html:class	string	The HTML class for this question.
html:id	string	The HTML ID for this question.
html:style	string	The HTML style for this question.
id	string	The unique identifier for this question.
label	string	The question text that will be displayed to the user.
name	string	The internal name used for formatting of this question.
order	integer	The order in which this question will be displayed, starting from **0**.
report_header	string	The header for this question to display in exit survey reports.
required	**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.
select:multiple	**1** or **0**	**1**: Multiple selections are allowed. **0**: Only one selection is allowed.
text:maxlength	integer	The maximum number of characters that can be entered in the text box.
text:size	integer	The width of the text box.
textarea:cols	string	The number of columns in the text area.
textarea:rows	string	The number of rows in the text area.
type	**text** **textarea** **checkbox** **radio** **select**	The type of question being added, modified, or removed.

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Customer and Representative 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, triggered from the **/login** administrative interface.

Field	Value	Explanation
default	string	The default value for this option.
id	string	The unique identifier for this option.
label	string	The display value shown for this radio button, check box, or select 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, triggered from the **/login** administrative interface.

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.

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Group Policy Fields

These fields apply to the **group_policy_added**, **group_policy_changed**, and **group_policy_removed** events, triggered from the **/login** administrative interface.

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, triggered from the **/login** administrative interface.

Field	Value	Explanation
user:username	string	The username of this group policy member.
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.

Group Policy Setting Fields

These fields apply to the **group_policy_setting_added**, **group_policy_setting_changed**, and **group_policy_setting_removed** events, triggered from the **/login** administrative interface. Group policy setting events also include the **permissions** fields detailed on page 29 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.

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Jumpoint Fields

These fields apply to the **jumpoint_added**, **jumpoint_changed**, and **jumpoint_removed** events, triggered from the **/login** administrative interface.

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, triggered from the **/login** administrative interface.

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, triggered from the **/login** administrative interface.

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.

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Outbound Event Recipient Fields

These fields apply to the **outbound_event_recipient_added**, **outbound_event_recipient_changed**, and **outbound_event_recipient_removed** events, triggered from the **/login** administrative interface.

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.

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Outbound Event Trigger Fields

These fields apply to the **outbound_event_trigger_added** and **outbound_event_trigger_removed** events, triggered from the **/login** administrative interface.

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.

Rep Console Connection Fields

These fields apply to the **rep_client_connection_terminated** event, triggered from the **/login** administrative interface.

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.

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Report Fields

These fields apply to the **license_usage_report_generated**, **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, triggered from the **/login** administrative interface.

Field	Value	Explanation
by	**all** **team** **members** **rep**	Indicates whether the report was generated for all sessions, for sessions owned by a team, for sessions owned by members of a specific team, or for a specific representative.
end	Unix timestamp	The timestamp of the last date to be included in the report, rounded up to the hour.
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**.
group_by	**hour** **day** **month**	The time frame by which to group license usage reports.
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.
start	Unix timestamp	The timestamp of the first date to be included in the report, rounded up to the hour.
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.

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Security Provider Fields

These fields apply to the **security_provider_added**, **security_provider_changed**, and **security_provider_removed** events, triggered from the **/login** administrative interface.

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.

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Security Provider Setting Fields

These fields apply to the **security_provider_setting_added**, **security_provider_setting_changed**, and **security_provider_setting_removed** events, triggered from the **/login** administrative interface.

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.

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Field	Value	Explanation
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.
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.

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Field	Value	Explanation
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.
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**	**1**: Every time a user logs in, his or her display name should be synchronized with the available remove information. **0**: A user's display name should be synchronized with the available remote information only the first time the user logs in.

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Site Aliases Descriptor

This field applies to the **site_aliases_changed** event, triggered from the **/login** administrative interface.

Field	Value	Explanation
aliases	comma-delimited list	A list of the current aliases for this support site.

Support Canned Message Fields

These fields apply to the **support_canned_messages_added**, **support_canned_messages_changed**, and **support_canned_messages_removed** events, triggered from the **/login** administrative interface.

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, triggered from the **/login** administrative interface.

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.

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Support Team Member Fields

These fields apply to the **support_team_member_added**, **support_team_member_changed**, and **support_team_member_removed** events, triggered from the **/login** administrative interface.

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.

Support Team Issue Fields

These fields apply to the **support_team_issue_added** and **support_team_issue_removed** events, triggered from the **/login** administrative interface.

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.

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User Fields

These fields apply to the **user_added**, **user_changed**, and **user_removed** events, triggered from the **/login** administrative interface. User settings also include the **permissions** fields detailed on page 29 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.

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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:public_site	**1** or **0**	**1**: The user may edit the template for the public site. **0**: The user may not edit the template for the public site.
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 on the public site. **0**: The user may not be listed on the public site.
permissions:support	**1** or **0**	**1**: The user is allowed to perform support. **0**: The user is not allowed to perform support.
permissions:support:canned_messages	**none** **team** **team,global**	The user can create and edit no canned messages, canned messages only for his or her support teams, or all canned messages.
permissions:support:command_shell	**1** or **0**	**1**: The user can work 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.

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Field	Value	Explanation
permissions:support:file_transfers:cust	string	A list of paths on the remote computer that the user is permitted to access via 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 via 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 solely 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.

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Field	Value	Explanation
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**.
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 info. **0**: The user is not allowed to view the remote system info.
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.

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Login Interface Setting Fields

These fields apply to the **setting_added** and **setting_changed** events triggered from the **/login** administrative interface.

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.

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Field	Value	Explanation
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.
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.

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Field	Value	Explanation
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.
public_site:front_end_survey	**1** or **0**	**1**: Show the front-end survey as a means of initiating support sessions from the public site. **0**: Do not show the front-end survey.
public_site:front_end_survey:company_code	**1** or **0**	**1**: Show a field on the front-end survey for company codes. **0**: Do not show the company code field.
public_site:front_end_survey:help	**1** or **0**	**1**: Show a help option for the front-end survey. **0**: Do not show help for the front-end survey.
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. An issue list places customers in a team queue; a representative lists places customers in the selected representative's personal queue.
public_site:presentation_list	**1** or **0**	**1**: Show a list of presentations as a means of joining presentations from the public site. **0**: Do not show a list of presentations.
public_site:presentation_list:help	**1** or **0**	**1**: Show a help option for the presentation list. **0**: Do not show help for the presentation list.

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Field	Value	Explanation
public_site:rep_list	**1** or **0**	**1**: Show a list of logged-in representatives as a means of initiating support sessions from the public site. **0**: Do not show the representative list.
public_site:rep_list:help	**1** or **0**	**1**: Show a help option for the representative list. **0**: Do not show help for the representative list.
public_site:session_keys	**1** or **0**	**1**: Show a session key submission area as a means of initiating support sessions from the public site. **0**: Do not show the session key submission area.
public_site:session_keys:help	**1** or **0**	**1**: Show a help option for session key submission. **0**: Do not show help for session key submission.
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.
session_keys:timeout	integer	The number of minutes for which a generated session key is valid, after which it will expire.
support:abandoned	**1** or **0**	**1**: Display an orphaned session message if no one is available to take a support session. **0**: Do not display an orphaned session message if no representatives are available.
support:abandoned:url	string	Redirect an orphaned session to this URL. If blank, no redirect will occur.
support:agreement	**1** or **0**	**1**: Show a customer agreement message before support sessions. **0**: Do not display a customer agreement.

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Field	Value	Explanation
support:app_sharing	**1** or **0**	**1**: Allow customers to choose which applications to share at any point of a screen sharing session. **0**: Do not allow customers to choose which applications to share unless specifically requested by the representative.
support:chat:download	**1** or **0**	**1**: Allow customers to view and download chat transcripts at the end of support sessions. **0**: Do not allow customers to view chat transcripts.
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: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:greeting	**1** or **0**	**1**: Display a customer greeting message before support sessions. **0**: Do not display a customer greeting.
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.

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Field	Value	Explanation
support:locking:automatic	**1** or **0**	**1**: Lock the remote computer if the customer client loses its connection and cannot reconnect. **0**: Do not lock the remote computer if the customer client connection is lost.
support:locking:deliberate	**1** or **0**	**1**: Lock the remote computer when the representative ends the support session. **0**: Do not lock the remote computer when the session ends.
support:locking:rep_override	**1** or **0**	**1**: Allow the representative to choose whether to lock the remote computer at the end of a session on a per-session basis. **0**: Do not allow the representative to override the default setting for remote computer locking.
support:reconnect_interval	integer	The number of seconds a customer client should attempt to reconnect if the connection is lost.
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:download	**1** or **0**	**1**: Allow customers to view and download session recordings at the end of support sessions. **0**: Do not allow customers to view recordings.
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.

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Field	Value	Explanation
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.
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.

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.

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