

**BOMGAR™**

**SYSLOG Message Reference Guide**

**Bomgar 12.2**

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## Syslog Message Reference Guide

This document is intended to provide a reference for the syslog messages that are generated by the /login and /appliance interfaces of the Bomgar Appliance. 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.

### Syslog 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	Hostname		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;**

### Syslog 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 1 KB 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 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. Here, we discuss the standard data fields.

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 1 KB.

```
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_`.

## 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 Appliance does not have multiple languages installed, all applicable messages will be formatted as localized strings.

## Syslog Events

Each syslog message contains the name of an event that triggered the message to be logged in the first place. While a number of syslog events are defined by the Bomgar Appliance, 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.

**Syslog Events**

Event	Trigger
access_sponsor_group_added	A new access sponsor group has been defined and saved.
access_sponsor_group_changed	An existing access sponsor group's name or description has been changed, and the change has been saved.
access_sponsor_group_member_added	A new member has been added to an access sponsor group, and the group has been saved.
access_sponsor_group_member_changed	An existing member has been assigned to a different role in an access sponsor group, and the group has been saved.
access_sponsor_group_member_removed	An existing member has been deleted from an access sponsor group, and the group has been saved.
access_sponsor_group_removed	An existing access sponsor group has been deleted.
admin_password_reset_to_factory_default	The <b>Reset Admin Account</b> button has been clicked, reverting a site's administrative account to its default credentials.
backup_created	A backup of the current software configuration has been saved.
bomgar_button_profile_added	A new Bomgar Button Profile has been added and saved.
bomgar_button_profile_changed	An existing Bomgar Button Profile has been changed and saved.
bomgar_button_profile_removed	An existing Bomgar Button Profile has been deleted.
canned_script_added	A new canned script has been added and saved.
canned_script_category_added	A category has been newly assigned to a canned script, and the script has been saved.
canned_script_category_removed	A previously assigned category has been unassigned from a canned script, and the script has been saved.
canned_script_changed	An existing canned script's name, description, or command sequence has been changed, and the change has been saved.

Event	Trigger
canned_script_file_added	A resource file has been newly associated with a canned script, and the script has been saved.
canned_script_file_removed	A previously associated resource file has been removed from a canned script, and the script has been saved.
canned_script_removed	An existing canned script has been deleted.
canned_script_team_added	A support team has been newly assigned to a canned script, and the script has been saved.
canned_script_team_removed	A previously assigned support team has been unassigned from a canned script, and the script has been saved.
canned_scripts_category_added	A new canned scripts category has been created.
canned_scripts_category_removed	An existing canned scripts category has been deleted.
canned_scripts_file_added	A new canned script resource file has been uploaded.
canned_scripts_file_removed	An existing canned script resource file has been deleted.
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.
cust_exit_survey_question_removed	An existing customer exit survey question has been deleted.
customer_notice	
customer_notice_public_site	
customizable_text_changed	An existing customer greeting or on-hold message has been changed .
default_site_changed	The default support site for this Bomgar Appliance has been changed to another site, and the change has been saved.
downloaded_rep_client	A user has clicked the link to download the representative console.
embassy_added	A new Embassy has been defined and saved.

Event	Trigger
embassy_changed	An existing Embassy's name, comments, or session assignment has been changed, and the change has been saved.
embassy_issue_added	A new issues has been added to an embassies's managed issues, and the change has been saved.
embassy_issue_removed	An existing issue has been deleted from an embassies managed issues.
embassy_member_added	A new Embassy user has been created and saved.
embassy_member_changed	An existing Embassy user has been modified and saved.
embassy_member_removed	An existing Embassy user has been deleted.
embassy_removed	An existing Embassy has been deleted.
embassy_setting_added	An Embassy setting has been designated as defined in this Embassy policy, and the Embassy has been saved.
embassy_setting_changed	An existing Embassy setting has been changed, and the Embassy has been saved.
embassy_setting_removed	An Embassy setting previously defined in this Embassy policy has been removed, and the Embassy has been saved.
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 Jumpoint has been saved.

Event	Trigger
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.
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 Appliance.
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 outbound event has been added and saved.
outbound_event_recipient_changed	An existing outbound event has been modified and saved.
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.

Event	Trigger
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.
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_site_template_asset_uploaded	A new HTML asset file has been uploaded to the site.
public_site_template_asset_reverted	An HTML template asset file has been reverted to the default.
public_template_deleted	An HTML template has been removed.
public_template_written	An HTML template has been modified and saved.
reboot	The Bomgar Appliance 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, 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_	An existing option for a representative exit survey question, such a radio button,

Event	Trigger
changed	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.
rep_exit_survey_question_removed	An existing representative exit survey question has been deleted.
rep_invite_added	A new rep invite security profile has been added and saved.
rep_invite_changed	An existing rep invite security profile's name, comments, or Embassy association has been changed, and the change has been saved.
rep_invite_removed	An existing rep invite security profile has been deleted.
repinvoke_setting_added	A rep invite security profile setting has been added as part of the initial configuration, and the configuration has been saved.
repinvoke_setting_changed	An existing rep invite security profile setting has been modified and saved.
repinvoke_setting_removed	A rep invite security profile setting has been removed as part of the deletion of a rep invite security profile.
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.
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.

Event	Trigger
SNMP_changed	The SNMPv2 Server has been changed.
starting_support_tunnel	A support tunnel has been initiated from the Bomgar Appliance.
support_canned_messages_added	A new canned message has been added and saved.
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 support team has been added.
support_team_changed	A support team has been changed.
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.
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.

## Syslog Fields

Many of the triggering events related to the Bomgar Administrative Interface (/login) and the Bomgar Appliance Interface (/appliance) result in syslog messages. These syslog messages will have additional fields associated.

### Access Sponsor Group Fields

These fields apply to the `access_sponsor_group_added`, `access_sponsor_group_changed`, and `access_sponsor_group_removed` events.

Field	Value	Explanation
id	string	The unique identifier of the access sponsor group.
name	string	The name of the access sponsor group.
description	string	The description of the access sponsor group.

### Access Sponsor Group Member Fields

These fields apply to the `access_sponsor_group_member_added`, `access_sponsor_group_member_changed`, and `access_sponsor_group_member_removed` events.

Field	Value	Explanation
access_sponsor_group:id	string	The unique identifier of the access sponsor group to which this member belongs.
access_sponsor_group:name	string	The name of the access sponsor group to which this member belongs.
role	<b>requester sponsor</b>	The role this member plays in the access sponsor group.
user:id	string	The unique identifier of the user being added to or removed from this access sponsor group.
user:username	string	The name of the user being added to or removed from this access sponsor group.

### Bomgar Button Profile Fields

These fields apply to the **bomgar\_button\_profile\_added**, **bomgar\_button\_profile\_changed**, and **bomgar\_button\_profile\_removed** events.

Field	Value	Explanation
id	string	The unique identifier of the Bomgar Button Profile.
name	string	The name of the Bomgar Button Profile.
title	string	The title of the Bomgar Button Profile.
short_title	string	The short title of the Bomgar Button Profile.
desktop_shortcut	<b>1 or 0</b>	<b>1:</b> The Bomgar Button Profile will be deployed to the desktop as an Icon with a shortcut. <b>0:</b> The Bomgar Button Profile will not be deployed to the desktop as an Icon with a shortcut.
menu_shortcut	<b>1 or 0</b>	<b>1:</b> The Bomgar Button Profile will be deployed to the customer's system as a program available to select in the programs menu. <b>0:</b> The Bomgar Button Profile will not be deployed to the customer's system as a program available to select in the programs menu.
direct_access	<b>1 or 0</b>	<b>1:</b> The customer can use the Bomgar Button to start a session, in the queue where the Button is displayed. <b>0:</b> The customer cannot use the Bomgar Button to start a session, in the queue where the Button is deployed.

### Canned Script Category Fields

These fields apply to the **canned\_script\_category\_added** and **canned\_script\_category\_removed** events.

Field	Value	Explanation
canned_script:id	string	The unique identifier of the canned script to which this category is being applied.
canned_script:name	string	The name of the canned script to which this category is being applied.
category	string	The name of the category being applied to this canned script.

### Canned Script Fields

These fields apply to the **canned\_script\_added**, **canned\_script\_changed**, and **canned\_script\_removed** events.

Field	Value	Explanation
commands	string	The commands to be executed when this script is run.
description	string	The description of this canned script as displayed to the representative before being run.
id	string	The unique identifier of this canned script.
name	string	The name of this canned script.

### Canned Script File Fields

These fields apply to the **canned\_script\_file\_added** and **canned\_script\_file\_removed** events.

Field	Value	Explanation
canned_script:id	string	The unique identifier of the canned script with which this file is being associated.
canned_script:name	string	The name of the canned script with which this file is being associated.
filename	string	The name of the file being associated with this canned script.

### Canned Script Team Fields

These fields apply to the **canned\_script\_team\_added** and **canned\_script\_team\_removed** events.

Field	Value	Explanation
canned_script:id	string	The unique identifier of the canned script to which this support team is being given access.
canned_script:name	string	The name of the canned script to which this support team is being given access.
team:id	string	The unique identifier of the support team being given access to this script.
team:name	string	The name of the support team being given access to this script.

### Canned Scripts Category Fields

These fields apply to the **canned\_scripts\_category\_added** and **canned\_scripts\_category\_removed** events.

Field	Value	Explanation
category	string	The name of this canned script category.

### Canned Scripts File Fields

These fields apply to the **canned\_scripts\_file\_added** and **canned\_scripts\_file\_removed** events.

Field	Value	Explanation
filename	string	The filename of the file uploaded for canned script use.

### Change Display Name

These fields apply to the **change\_display\_name** event.

Field	Value	Explanation
status	<b>success</b> <b>failure</b>	Whether the display name change attempt succeeded or failed.
reason	<b>failed</b> <b>invalid display</b> <b>name</b>	Indicates whether the new display name failed to meet formatting requirements.
target	<b>web/api</b> <b>web/login</b>	The authentication area from which the username change attempt was made.

### Change Password Fields

These fields apply to the **change\_password** event.

Field	Value	Explanation
status	<b>success</b> <b>failure</b>	Whether the password change attempt succeeded or failed.
reason	<b>failed</b> <b>invalid password</b>	Indicates whether the old password supplied was incorrect or the new password failed to meet complexity requirements.
target	<b>web/api</b> <b>web/appliance</b> <b>web/login</b>	The authentication area from which the password change attempt was made.

### Change Username Fields

These fields apply to the **change\_username** event.

Field	Value	Explanation
status	<b>success</b> <b>failure</b>	Whether the username change attempt succeeded or failed.
reason	<b>failed</b> <b>invalid password</b>	Indicates whether the supplied password was incorrect or the new username failed to meet formatting requirements.
target	<b>web/api</b> <b>web/appliance</b> <b>web/login</b>	The authentication area from which the password change attempt was made.

### Customer Notice Fields

These fields apply to the following events:

- **customer\_notice\_added**
- **customer\_notice\_changed**

- **customer\_notice\_removed**

Field	Value	Explanation
expiry	Unix timestamp	The date and time of the creation of the message.
id	integer	The unique identifier for this customer notice.
message	string	The text of the customer notice.
name	string	The name of this customer notice.

### Customer Notice Public Site Fields

These fields apply to the following events:

- **customer\_notice\_public\_site\_added**
- **customer\_notice\_public\_site\_removed**

Field	Value	Explanation
customer_notice:id	integer	The unique identifier for this customer notice.
customer_notice:name	string	The name of this customer notice.
public_site:name	string	The name of the public site.

### Customizable Text Fields

These fields apply to the following event:

- **customizable\_text\_changed**

Field	Value	Explanation
public_site:id	integer	The unique identifier of the public site.
support:greeting_message:en-us	string (includes %MACROS%)	The existing message for customer agreement and on-hold message has changed. Please note that macros will appear as %MACROS% to indicate use.

## Embassy Fields

These fields apply to the **embassy\_added**, **embassy\_changed**, and **embassy\_removed** events.

Field	Value	Explanation
comments	string	Any comments associated with this Embassy.
id	string	The unique identifier of the Embassy.
name	string	The name of the Embassy.
session_assignment	<b>1 or 0</b>	<b>1</b> : Automatically assign sessions in this Embassy queue to the least busy representative. <b>0</b> : Do not assign sessions in this Embassy queue.
session_assignment:timeout	integer	The number of seconds to wait for a representative to accept an assigned session before reassigning it to the next available representative.

## Embassy Issue Fields

These fields apply to the **embassy\_issue\_added** and **embassy\_issue\_removed** events.

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

## Embassy Member Fields

These fields apply to the **embassy\_member\_added**, **embassy\_member\_changed**, and **embassy\_member\_removed** events. Embassy member events also include the user fields detailed on page 48 below and the [permissions](#) fields.

Field	Value	Explanation
embassy:id	string	The unique identifier of the Embassy to which this user belongs. This value is blank if the user is not assigned to an Embassy.
embassy:name	string	The name of the Embassy to which this user belongs. This value is blank if the user is not assigned to an Embassy.

## Embassy Setting Fields

These fields apply to the **embassy\_setting\_added**, **embassy\_setting\_changed**, and **embassy\_setting\_removed** events. Embassy setting events also include the [permissions](#) fields.

Field	Value	Explanation
account:disabled	<b>1</b> or <b>0</b>	<b>1</b> : The accounts associated with this Embassy are disabled. <b>0</b> : The accounts associated with this Embassy are active.
account:expiration	Unix timestamp	The date and time the accounts associated with this Embassy will expire, if ever.
embassy:id	string	The unique identifier of the Embassy for which this setting is configured.
embassy:name	string	The name of the Embassy for which this setting is configured.

## 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
html:class	string	The unique identifier of the canned script to which this category is being applied.
html:id	string	The name of the canned script to which this category is being applied.
html:style	string	The name of the category being applied to this canned script.
id	string	The unique identifier for this question.
label:[language]	localized 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:[language]	localized string	The header for this question to display in exit survey reports.
required	<b>1</b> or <b>0</b>	<b>1</b> : The representative is required to answer this question before closing the session. <b>0</b> : The representative is not required to answer this question.
select:multiple	<b>1</b> or <b>0</b>	<b>1</b> : Multiple selections are allowed. <b>0</b> : 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	<b>text</b> <b>textarea</b> <b>checkbox</b> <b>radio</b> <b>select</b>	The type of question being added, modified, or removed.

## Exit Survey Question Option Fields

These fields apply to the following events:

**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**

**rep\_exit\_survey\_question\_option\_removed**

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 <b>0</b> .
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 following events:

**file\_removed\_from\_file\_store**

**file\_uploaded\_to\_file\_store**

Fields marked with an asterisk apply only to **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 following events:

- **group\_policy\_added**
- **group\_policy\_changed**
- **group\_policy\_removed**

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 <b>1</b> .

### Group Policy Member Fields

These fields apply to the following events:

- **group\_policy\_member\_added**
- **group\_policy\_member\_removed**

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 following events:

- **group\_policy\_setting\_added**
- **group\_policy\_setting\_changed**
- **group\_policy\_setting\_removed**

Group policy setting events also include fields listed in [Permissions](#).

Field	Value	Explanation
account:disabled	1 or 0	<b>1:</b> The accounts associated with this group policy are disabled. <b>0:</b> The accounts associated with this group policy are active.
account:expiration	Unix timestamp	The date and time the accounts associated with this group policy will expire, if ever.
allow_override	1 or 0	<b>1:</b> This setting can be overridden by a policy with a lower priority. <b>0:</b> This setting cannot be overridden by a policy with a lower priority.
comments	string	Any comments associated with this group policy.
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.
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.
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.

## Jumpoint Fields

These fields apply to the following events:

- **jumpoint\_added**
- **jumpoint\_changed**
- **jumpoint\_removed**

Field	Value	Explanation
disabled	1 or 0	<b>1:</b> This Jumpoint is disabled. <b>0:</b> 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 following events:

- **kerberos\_keytab\_added**
- **kerberos\_keytab\_removed**

Fields marked with an asterisk apply only to **kerberos\_keytab\_added** 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	<b>success</b> <b>failure</b>	Whether the login attempt succeeded or failed.
reason	<b>failed</b> <b>account disabled</b> <b>account expired</b> <b>exceeded failed login attempts</b> <b>change password</b>	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.
target	<b>web/api</b> <b>web/appliance</b> <b>web/login</b> <b>rep_client</b>	The authentication area from which the login attempt was made.

## Network Fields

These fields apply to the network\_changed event.

Field	Value	Explanation
default_route	string	The default network route for the Bomgar Appliance.
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	<b>1</b> or <b>0</b>	<b>1</b> : The Bomgar Appliance should fall back to OpenDNS servers if the configured DNS servers fail to reply. <b>0</b> : The Bomgar Appliance 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 Appliance.
icmp_echo	<b>1</b> or <b>0</b>	<b>1</b> : The interface will respond to ICMP echoes. <b>0</b> : 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 Appliance for HTTPS/SSL traffic.
ssl:v2	<b>1</b> or <b>0</b>	<b>1</b> : SSLv2 is enabled. <b>0</b> : SSLv2 is not enabled.
ssl:v3	<b>1</b> or <b>0</b>	<b>1</b> : SSLv3 is enabled. <b>0</b> : SSLv3 is not enabled.

## Network Address Fields

These fields apply to the network\_address\_added, network\_address\_changed, and network\_address\_removed events.

Field	Value	Explanation
enabled	<b>1</b> or <b>0</b>	<b>1</b> : This IP address is enabled. <b>0</b> : 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	<b>1</b> or <b>0</b>	<b>1</b> : Permit HTTP traffic through this IP and interface.

Field	Value	Explanation
		<b>0</b> : Do not permit HTTP traffic through this IP and interface.
permit:https	<b>1 or 0</b>	<b>1</b> : Permit HTTPS traffic through this IP and interface. <b>0</b> : Do not permit HTTPS traffic through this IP and interface.
permit:session	<b>1 or 0</b>	<b>1</b> : Permit Bomgar session traffic, such a representative console and customer client connections, through this IP and interface. <b>0</b> : Do not permit Bomgar session traffic through this IP and interface.

### Network Route Descriptor

This field applies to the **network\_route\_changed** event.

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

## Outbound Event Recipient Fields

These fields apply to the following events:

- **outbound\_event\_recipient\_added**
- **outbound\_event\_recipient\_changed**
- **outbound\_event\_recipient\_removed**

Field	Value	Explanation
cert	<data> none	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 following events:

- **outbound\_event\_trigger\_added**
- **outbound\_event\_trigger\_removed**

Field	Value	Explanation
event:name	<b>support_conference_begin</b> <b>support_conference_end</b> <b>support_conference_owner_changed</b> <b>support_conference_member_added</b> <b>support_conference_member_departed</b> <b>support_conference_customer_exit_survey_completed</b> <b>support_conference_rep_exit_survey_completed</b>	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.

## Permission Fields

These fields apply to both user and group policy events. Fields marked with an asterisk (\*) also apply to Embassy events. Fields marked with a dagger (†) also apply to rep invite events.

Field	Value	Explanation
permissions:access_sponsors	1 or 0	1: The user may create access sponsor groups. 0: The user may not create access sponsor groups.
permissions:admin	1 or 0	1: The user is an administrator. 0: The user is not an administrator.
permissions:api:command	1 or 0	1: The user is allowed to use the command API. 0: The user is not allowed to use the command API.
permissions:api:reporting	1 or 0	1: The user is allowed to use the reporting API. 0: The user is not allowed to use the reporting API.
permissions:bomgar_button	1 or 0	1: The user is allowed to create, modify, and delete Bomgar Button Profiles. 0: The user is not allowed to create, modify, or delete Bomgar Button Profiles.
permissions:canned_scripts	1 or 0	1: The user may create and edit canned scripts. 0: The user may not create or edit canned scripts.
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	none user_sessions team_sessions all_sessions	Whether the user is disallowed to generate reports or is allowed to generate reports only for sessions in which he or she was the primary representative, for sessions in which one of his or her teammates was the primary representative or one of his or her teams was the primary team, or for all sessions.
permissions:reporting:recordings	1 or 0	1: The user is allowed to view support session recordings. 0: The user is not allowed to view support session recordings.

Field	Value	Explanation
permissions:show_on_public_site*	1 or 0	<b>1:</b> The user may be listed in the representative list of all applicable public sites. <b>0:</b> The user may not be listed in the representative list.
permissions:support*†	<b>not_allowed</b> <b>full_support</b>	Whether the user is disallowed to offer support or is allowed to offer full remote support.
permissions:support:accept_team_sessions*	1 or 0	<b>1:</b> The user is allowed to manually accept sessions from his or her team queues. <b>0:</b> The user is not allowed to manually accept sessions from his or her team queues.
permissions:support:annotations	1 or 0	<b>1:</b> The user is allowed to use annotations during a screen sharing session. <b>0:</b> The user is not allowed to use annotations during a screen sharing session.
permissions:support:app_sharing*	<b>optional</b> <b>always</b> <b>never</b>	Whether the customer may be prompted by the rep to share applications, is automatically prompted to share applications, or never prompted to share applications during a support session.
permissions:support:bomgar_button:personal:deploy*	1 or 0	<b>1:</b> The user is allowed to deploy and modify personal Bomgar Buttons. <b>0:</b> The user is not allowed to deploy or modify personal Bomgar Buttons.
permissions:support:bomgar_button:team:deploy*	1 or 0	<b>1:</b> The user is allowed to deploy team Bomgar Buttons for teams they are a member of. <b>0:</b> The user is not allowed to deploy team Bomgar Buttons.
permissions:support:bomgar_button:team:manage*	1 or 0	<b>1:</b> The user is allowed to modify Bomgar Buttons deployed to teams they are a member of. If they are a team lead/manager they can modify the personal Bomgar Buttons of any team members as well. <b>0:</b> The user is not allowed to modify team Bomgar Buttons or personal Bomgar Buttons of team members.
permissions:support:canned_messages	<b>none</b> <b>team</b> <b>team,global</b>	The user can create and edit no canned messages, canned messages only for his or her teams, or all canned messages.
permissions:support:canned_scripts*	1 or 0	<b>1:</b> The user can run canned scripts on the remote computer from the virtual command shell. <b>0:</b> The user cannot run canned scripts.
permissions:support:chat:push_url*†	1 or 0	<b>1:</b> The user is allowed to push URLs to the customer's web browser using the chat interface. <b>0:</b> The user is not allowed to push URLs.

Field	Value	Explanation
permissions:support:chat:send_file*†	1 or 0	1: The user is allowed to send files to the customer's computer using the chat interface. 0: The user is not allowed to send files using the chat interface.
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:elevation*†	1 or 0	1: The user is allowed to request elevation. 0: The user is not allowed to request elevation.
permissions:support:embassy:share*	1 or 0	1: The user can share sessions with Embassy users. 0: The user cannot share sessions with Embassy users.
permissions:support:embassy:transfer*	1 or 0	1: The user can transfer sessions to embassies to which he or she does not belong. 0: The user cannot transfer sessions to embassies to which he or she does not belong.
permissions:support:extended_availability_mode*	1 or 0	1: The user is allowed to enable extended availability. 0: The user is not allowed to enable extended availability.
permissions:support:external_key*	1 or 0	1: The user is allowed to edit the external key. 0: The user is not allowed to edit the external key.
permissions:support:file_transfers:cust*†	<b>comma-delimited list</b>	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:general_queue*	1 or 0	1: The user is allowed to participate in the general queue. 0: The user is not allowed to participate in the general queue.
permissions:support:invite_temp_rep*	1 or 0	1: The user is allowed to invite an external representative into a single session. 0: The user is not allowed to invite an external representative into a session.

Field	Value	Explanation
permissions:support:jump:clients*	1 or 0	<p><b>1</b>: The user is allowed to Jump to unattended systems via preinstalled Jump clients.</p> <p><b>0</b>: The user is not allowed to Jump to unattended systems via pre-installed Jump clients.</p>
permissions:support:jump:clients:config*	1 or 0	<p><b>1</b>: The user is allowed to create and edit Jump clients.</p> <p><b>0</b>: The user is not allowed to create or edit Jump clients.</p>
permissions:support:jump:clients:password:ignore*	1 or 0	<p><b>1</b>: The user is allowed to modify and use password-protected Jump Clients without entering the password.</p> <p><b>0</b>: The user is not allowed to modify or use password-protected Jump Clients without entering the password.</p>
permissions:support:jump:clients:password:set*	1 or 0	<p><b>1</b>: The user is allowed to set Jump Client passwords.</p> <p><b>0</b>: The user is not allowed to set Jump Client passwords.</p>
permissions:support:jump:clients:private*	1 or 0	<p><b>1</b>: The user is allowed to install Jump clients for personal access.</p> <p><b>0</b>: The user may install Jump clients only for team access.</p>
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	<p><b>1</b>: The user is allowed to Jump to unattended computers on the same network without Jump clients or a Jumpoint.</p> <p><b>0</b>: The user is not allowed to Jump to computers on the same network without Jump clients or a Jumpoint.</p>
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 <b>allow</b> or <b>deny</b> .
permissions:support:jumpoint:admin	1 or 0	<p><b>1</b>: The user is allowed to create and edit Jumpoints.</p> <p><b>0</b>: The user is not allowed to create or edit Jumpoints.</p>
permissions:support:jumpoint:shell*	1 or 0	<p><b>1</b>: The user is allowed to use Shell Jump.</p> <p><b>0</b>: The user is not allowed to use Shell Jump.</p>
permissions:support:next_session*	1 or 0	<p><b>1</b>: The user is allowed to request the longest waiting session from his or her teams to begin support.</p> <p><b>0</b>: The user is not allowed to request the longest waiting session from his or her teams.</p>
permissions:support:privacy_mode*†	1 or 0	<p><b>1</b>: The user is allowed to disable remote user mouse and keyboard input and to hide the remote screen view.</p> <p><b>0</b>: The user is not allowed to work in privacy mode.</p>
permissions:support:prompts*†	1 or 0	<p><b>1</b>: The customer is prompted before granting permissions.</p> <p><b>0</b>: The customer is not prompted to grant permissions.</p>

Field	Value	Explanation
permissions:support:prompts:screen_sharing:level*†	<b>full_control</b> <b>full_access</b> <b>view_only</b> <b>cancel</b>	An array of the levels of control to request when prompting for screen sharing.
permissions:support:require_app_sharing*†	<b>1</b> or <b>0</b>	<b>1</b> : The customer is required to choose which applications to share with the representative. <b>0</b> : The customer is not required to choose which applications to share with the representative.
permissions:support:session_assignment:disable*	<b>1</b> or <b>0</b>	<b>1</b> : The user is allowed to opt-out of automatic session assignment. <b>0</b> : The user is not allowed to opt-out of automatic session assignment.
permissions:support:session_assignment:idle_timeout*	integer	The number of seconds the user must have been idle before sessions will no longer be automatically assigned to him or her.
permissions:support:session_assignment:session_limit*	integer	The minimum number of sessions the user must be supporting before sessions will no longer be automatically assigned to him or her.
permissions:support:session_keys*	<b>1</b> or <b>0</b>	<b>1</b> : The user can create sessions keys for customers to use to start support sessions directly with that user. <b>0</b> : The user cannot create session keys.
permissions:support:show_screen*†	<b>1</b> or <b>0</b>	<b>1</b> : The user is allowed to share his or her screen with the customer during a support session. <b>0</b> : The user is not allowed to share his or her screen with the customer during a support session.
permissions:support:system_info*†	<b>1</b> or <b>0</b>	<b>1</b> : The user is allowed to view the remote system information. <b>0</b> : The user is not allowed to view the remote system information.
permissions:support:team_transfer*	<b>1</b> or <b>0</b>	<b>1</b> : The user can to transfer sessions to teams to which he or she does not belong. <b>0</b> : The user cannot transfer sessions to teams to which he or she does not belong.
permissions:teams	<b>1</b> or <b>0</b>	<b>1</b> : The user is allowed to create and edit support teams. <b>0</b> : The user is not allowed to create or edit support teams.

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

For more information on Bomgar administration, visit [www.bomgar.com/documentation](http://www.bomgar.com/documentation).

### Public Site Address Fields

These fields apply to **public\_site\_address\_added** and **public\_site\_address\_removed** events.

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

### Public Site Customer Banner Fields

These fields apply to the following events:

- **public site customer banner reverted to factory default**
- **public\_site\_customer\_banner\_uploaded**

Fields marked with an asterisk apply only to **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	<b>customer representative</b>	Indicates whether this is a customer or a representative exit survey question.

### 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.
default_callback_button_profile:title	string	The title of the Bomgar Button Profile associated with this public site.

## Public Site Setting Fields

These fields apply to the following events:

- **public\_site\_setting\_added**
- **public\_site\_setting\_changed**

Field	Value	Explanation
exit_survey:customer	<b>0, 1, or 2</b>	<b>0:</b> Disable the customer exit survey for this public site. <b>1:</b> Enable the Bomgar customer exit survey for this public site. <b>2:</b> Redirect the customer to the URL specified for this public site.
exit_survey:customer:external_url	string	The URL to which to direct the customer at the end of the session if post-session customer redirect is enabled.
exit_survey:representative	<b>1 or 0</b>	<b>1:</b> Enable the representative exit survey for this public site. <b>0:</b> Disable the representative exit survey for this public site.
public_site:ambush:display	<b>1 or 0</b>	<b>1:</b> Enable display of customer notice for this public site. <b>0:</b> Disable display of customer notice for this public site.
public_site:front_end_survey	<b>disabled api public_site</b>	Whether the front-end survey is disabled, enabled for use by the API, or enabled for use on the public site and by the API.
public_site:front_end_survey:click_to_chat	<b>1 or 0</b>	<b>1:</b> Sessions started via front-end survey will begin with Flash-enabled chat. <b>0:</b> Sessions started via front-end survey will begin with the full customer client download.
public_site:front_end_survey:company_code	<b>1 or 0</b>	<b>1:</b> Show a company code field on the front-end survey for this public site. <b>0:</b> Do not show the company code field for this public site.
public_site:front_end_survey:help	<b>1 or 0</b>	<b>1:</b> Show a help option for the front-end survey on this public site. <b>0:</b> Do not show help for the front-end survey on this public site.
public_site:front_end_survey:options	<b>issues reps</b>	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.

Field	Value	Explanation
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	<b>disabled</b> <b>api</b> <b>public_site</b>	Whether the presentation list is disabled, enabled for use by the API, or enabled for use on the public site and by the API.
public_site:presentation_list:help	<b>1</b> or <b>0</b>	<b>1</b> : Show a help option for the presentation list on this public site. <b>0</b> : Do not show help for the presentation list on this public site.
public_site:rep_list	<b>disabled</b> <b>api</b> <b>public_site</b>	Whether the representative list is disabled, enabled for use by the API, or enabled for use on the public site and by the API.
public_site:rep_list:click_to_chat	<b>1</b> or <b>0</b>	<b>1</b> : Sessions started via representative list will begin with Flash enabled chat. <b>0</b> : Sessions started via representative list will begin with the full customer client download.
public_site:rep_list:help	<b>1</b> or <b>0</b>	<b>1</b> : Show a help option for the representative list on this public site. <b>0</b> : Do not show help for the representative list on this public site.
public_site:session_keys	<b>disabled</b> <b>api</b> <b>public_site</b>	Whether session key submission is disabled, enabled for use by the API, or enabled for use on the public site and by the API.
public_site:session_keys:click_to_chat	<b>1</b> or <b>0</b>	<b>1</b> : Sessions started via session keys will begin with Flash enabled chat. <b>0</b> : Sessions started via session keys will begin with the full customer client download.
public_site:session_keys:confirm_prompt	<b>1</b> or <b>0</b>	<b>1</b> : Sessions started via session keys will prompt before downloading the customer client or presentation attendee client. <b>0</b> : Sessions started via session keys will not prompt before downloading the customer client or presentation attendee client.
public_site:session_keys:help	<b>1</b> or <b>0</b>	<b>1</b> : Show a help option for session key submission on this public site. <b>0</b> : Do not show help for session key submission on this public site.

Field	Value	Explanation
support:abandoned	1 or 0	<b>1:</b> Display an orphaned session message if no one is available to take a support session initiated from this public site. <b>0:</b> Do not display an orphaned session message if no representatives are available for this public site.
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	<b>1:</b> Show a customer agreement message before support sessions initiated from this public site. <b>0:</b> Do not display a customer agreement for this public site.
support:agreement:timeout	integer	The number of seconds to wait for a response to the customer agreement before defaulting to deny.
support:allow_elevate_at_install	1 or 0	<b>1:</b> Enable an admin user on some Windows® platforms to automatically elevate the customer client. <b>0:</b> Disable admin user ability to automatically elevate the customer client on some Windows® platforms.
support:app_sharing	1 or 0	<b>1:</b> Allow customers to choose which applications to share at any point of a screen sharing session initiated from this public site. <b>0:</b> Do not allow customers to choose which applications to share unless specifically requested by the representative.
support:chat:download	1 or 0	<b>1:</b> Allow customers to view and download chat transcripts at the end of support sessions from this public site. <b>0:</b> Do not allow customers to view chat transcripts on this public site.
support:display_ambush	1 or 0	<b>1:</b> Enable display of customer notice for this public site. <b>0:</b> Disable display of customer notice for this public site.
support:full_client:agreement		
support:greeting	1 or 0	<b>1:</b> Display a customer greeting message before support sessions initiated from this public site. <b>0:</b> Do not display a customer greeting for this public site.
support:jump:minimize_ui	1 or 0	<b>1:</b> Start customer client minimized for Jump sessions (local or Jumpoint). <b>0:</b> Do not start customer client minimized for Jump sessions (local or Jumpoint).

Field	Value	Explanation
support:jump_client:minimize_ui	1 or 0	<p><b>1</b>: Start Jump Client minimized.</p> <p><b>0</b>: Do not start Jump Client minimized.</p>
support:locking:automatic	1 or 0	<p><b>1</b>: Lock the remote computer if the customer client loses its connection and cannot reconnect for sessions initiated from this public site.</p> <p><b>0</b>: 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><b>1</b>: Lock the remote computer when the representative ends the support session for sessions initiated from this public site.</p> <p><b>0</b>: Do not lock the remote computer when the session ends for sessions initiated from this public site.</p>
support:locking:rep_override	1 or 0	<p><b>1</b>: 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.</p> <p><b>0</b>: Do not allow the representative to override the default setting for remote computer locking for this public site.</p>
support:minimize_ui	1 or 0	<p><b>1</b>: Start customer client minimized for attended sessions.</p> <p><b>0</b>: Do not start customer client minimized for attended sessions.</p>
support:on_hold	1 or 0	<p><b>1</b>: Display a hold message before support sessions initiated from this public site.</p> <p><b>0</b>: Do not display a hold message for this public site.</p>
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	<p><b>1</b>: Allow customers to view and download session recordings at the end of support sessions from this public site.</p> <p><b>0</b>: Do not allow customers to view recordings on this public site.</p>
support:rep_presence_indicator	1 or 0	<p><b>1</b>: Show a watermark on the customer's and the representative's computers during support sessions initiated from this site.</p> <p><b>0</b>: Do not show a watermark during support sessions</p>

Field	Value	Explanation
		for this site.
support:termination_behavior	<b>logout_user</b> or <b>lock_computer</b>	<b>logout_user</b> When the support session ends the user is automatically logged out of the computer. <b>lock_computer</b> When the support session ends the computer is automatically locked.
support:termination_behavior:rep_override	<b>1</b> or <b>0</b>	<b>1</b> : Enable reps to override the administratively set session termination setting from the rep console. <b>0</b> : Disable allowing reps to override the administratively set session termination setting from the rep console.
support:termination_behavior:restrict_access	<b>1</b> or <b>0</b>	<b>1</b> : Enable the restriction of your customer's access to their system in the event of a session disruption. <b>0</b> : Disable the restriction of your customer's access to their system in the event of a session disruption.
support:windows:fast_user_switching	<b>1</b> or <b>0</b>	<b>1</b> : Fast user switching on Windows XP and 2003 systems is enabled. <b>0</b> : Fast user switching on Windows XP and 2003 systems is disabled.
support:windows:prompts:secure_attention_sequence_override	<b>1</b> or <b>0</b>	<b>1</b> : When supporting Windows Vista or later, the Secure Attention Sequence injection policy can be attempted to be overridden. <b>0</b> : The Secure Attention Sequence injection policy should not be attempted to be overridden.

### 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 Site Template Asset Fields

These fields apply to the following events:

- **public\_site\_template\_asset\_uploaded**
- **public\_site\_template\_asset\_reverted**

Fields marked with an asterisk apply only to **public\_site\_template\_asset\_uploaded** events.

Field	Value	Explanation
asset:id	string	The unique identifier of this asset.
template:id	string	The unique identifier of the HTML template to which this asset applies.
size*	integer	The size in bytes of the asset being uploaded.

### 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.

## Rep Invite Fields

These fields apply to the following events:

- **rep\_invite\_added**
- **rep\_invite\_changed**
- **rep\_invite\_removed**

Field	Value	Explanation
comments	string	Any comments associated with this rep invite security profile.
embassy:id	string	The unique identifier of the Embassy with which the rep invite security profile is associated.
embassy:name	string	The name of the Embassy with which the rep invite security profile is associated.
id	string	The unique identifier of the rep invite security profile.
name	string	The name of the rep invite security profile.
priority	integer	The priority of this rep invite security profile, starting from <b>1</b> .

## Rep Invite Setting Fields

These fields apply to the following events:

- **repinvite\_setting\_added**
- **repinvite\_setting\_changed**
- **repinvite\_setting\_removed**

Rep invite settings also include the [permissions](#) fields detailed elsewhere.

Field	Value	Explanation
repinvite:id	string	The unique identifier of the rep invite security profile to which this setting applies.
repinvite:name	string	The name of the rep invite security profile to which this setting applies.

## Report Fields

These fields apply to the following events:

- **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**
- **team\_activity\_report\_generated**

Field	Value	Explanation
api	<b>0</b> or <b>1</b>	<b>1</b> if the report query was made via the API; <b>0</b> otherwise.
company_name	string	The company name filter used in the query, if specified.
computer_name	string	The computer name filter used in the query, if specified.
customer_name	string	The customer name filter used in the query, if specified.
end_time	date	The readable date and time of the last date to be included in the report, if date filters were specified.
end_timestamp	Unix timestamp	The exact timestamp of the last date to be included in the report, if date filters were specified.
external_key	string	The external key filter used in the query, if specified.
group_by	string	For Support Summary reports, this will be either "rep," "team" or "site."
lseq	integer	The session sequence number used to query for a detailed session report, if specified.
lsid	string	The unique session identifier used to query for a detailed session report, if specified.
lsids	comma-separated strings	A comma-separated list of unique session identifiers used to query for multiple detailed session reports, if specified.
members_of_team_id	string	The unique identifier of the team used to filter the query to include only sessions that involved reps who are members of the specified team.
members_of_team_name	string	The name of the team specified by <b>members_of_team_id</b> .
only_completed	<b>0</b> or <b>1</b>	The value will be <b>1</b> for queries for only completed sessions and will be <b>0</b> for queries

Field	Value	Explanation
		across all sessions, including sessions that have not ended.
public_ip	string	The public IP address filter used in the query, if specified.
private_ip	string	The private IP address filter used in the query, if specified.
primary_rep	0 or 1	1 if the rep(s) specified by <b>rep_id</b> or <b>members_of_team_id</b> should be the primary rep in the sessions returned. 0 if the rep(s) specified by <b>rep_id</b> or <b>members_of_team_id</b> can be any participating rep in the sessions returned.
primary_team	0 or 1	1 if the team specified by <b>team_id</b> should be the primary team in the sessions returned. 0 if the team specified by <b>team_id</b> can be any team that had the returned sessions transferred to it.
rep_id	string	The representative filter value, if specified. The value is either a unique rep identifier, the string "any," or the string "none."
rep_name	string	The display name of the representative specified by <b>rep_id</b> , when applicable.
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 support session detail reports returned in search results. This will be 0 or 1 for web requests and 0 or more for API requests.
site_name	string	The name of the public site specified by <b>site_id</b> .
start_time	date	The readable date and time of the first date to be included in the report, if any date filters were used.
start_timestamp	Unix timestamp	The exact timestamp of the first date to be included in the report, if any date filters were used.
team_id	string	The team filter value, if specified. The value is either a unique team identifier, the string "all," or the string "none."
team_name	string	The display name of the representative specified by <b>rep_id</b> , when applicable.

## Security Provider Fields

These fields apply to the following events:

**security\_provider\_added**

**security\_provider\_changed**

**security\_provider\_removed**

Field	Value	Explanation
id	string	The unique identifier of the rep invite security profile to which this setting applies.
name	string	The name of the rep invite security profile to which this setting applies.
priority	integer	The priority of this security provider configuration, in the order in which authentication should be attempted, starting from <b>1</b> . 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	<b>local</b> <b>cluster</b> <b>kerberos</b> <b>ldap</b> <b>radius</b>	The type of service this provider configuration is set to access.
service_type	<b>users</b> <b>groups</b>	The type of authentication or authorization information this provider supplies.

## Security Provider Setting Fields

These fields apply to the following events:

**security\_provider\_setting\_added**

**security\_provider\_setting\_changed**

**security\_provider\_setting\_removed**

Field	Value	Explanation
cluster:members	serialized labeled list	The identifier and name of the servers belonging to this cluster.
cluster:mode	<b>failover</b> <b>random</b>	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 <b>list</b> .
kerberos:spns:mode	<b>all</b> <b>list</b>	The way SPNs are matched to this provider. <b>All</b> handles any SPN recognized by the keytab, while <b>list</b> handles only the specified list of SPNs.
kerberos:users:list	string	The first row shown on this page of the report.
kerberos:users:mode	<b>all</b> <b>list</b> <b>regex</b>	The way users are matched to this provider. <b>All</b> handles any valid authentication attempt, <b>list</b> handles only the specified list of users, and <b>regex</b> 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 <b>regex</b> .
ldap:agent	<b>1</b> or <b>0</b>	<b>1</b> : A connection agent is being used to enable communication. <b>0</b> : The LDAP server and the Bomgar Appliance communicate directly.
ldap:agent:password	****	The readable date and time of the first date to be included in the report.
ldap:binding:anonymous	<b>1</b> or <b>0</b>	<b>1</b> : Anonymous binding is being used. <b>0</b> : A bind username and password are required.

Field	Value	Explanation
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	<b>1</b> : Perform recursive group lookup, searching for group members of groups until no results are returned. <b>0</b> : 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.
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 identifier of the provider to which this setting applies.

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

## Setting Fields

These fields apply to the **setting\_added** and **setting\_changed** events.

Field	Value	Explanation
alerts:daily	1 or 0	<b>1</b> : Send a daily email notification to verify that communication is working correctly. <b>0</b> : No daily communications will be sent.
alerts:email	string	The list of email addresses to which to send email alerts.
alert_interval	integer	The number of seconds between sending the last alert and sending another failure notification email, as long as failover synchronization has not yet occurred.
api	1 or 0	<b>1</b> : The API is enabled. <b>0</b> : The API is disabled.
api:http	1 or 0	<b>1</b> : The API is enabled over HTTP. <b>0</b> : The API is enabled only over HTTPS.
auto	1 or 0	<b>1</b> : If the primary appliance goes down, automatic failover will occur. <b>0</b> : If the primary appliance goes down, automatic failover will not occur.
backup_enabled	1 or 0	<b>1</b> : Automatic data synchronization between a primary and a backup Bomgar appliance is enabled. <b>0</b> : Automatic data synchronization is disabled.
bandwidth	integer	The maximum number of bytes per second that should be used for data synchronization between a primary and a backup Bomgar appliance.
become_primary	none	Given when the failover role is changed to primary by a user.
become_backup	none	Given when the failover role is changed to backup by a user.
connection_test_ips	comma-delimited list	The list of IP addresses for the backup appliance to use to test network connectivity before failing over.
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.

Field	Value	Explanation
email:user	string	The username used to authenticate with the SMTP server.
file_store:listing	<b>1 or 0</b>	<b>1</b> : Show the file store at the /file directory. <b>0</b> : Do not allow web access to the file store.
external_key:crm_url	string	The URL configured to use in conjunction with the custom link button in the representative console.
ips	comma-delimited list	IP addresses shared between the primary appliance and the backup appliance.
licenses:warnings	<b>1 or 0</b>	<b>1</b> : Send an email notification if concurrent license usage reaches a certain threshold level. <b>0</b> : 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 hours between the last alert and 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	<b>allow_all</b> <b>allow_list</b> <b>deny_list</b>	Whether to allow all IP addresses, to allow only specified IP addresses, or to deny specified IP addresses access to the <b>/login</b> administrative interface of the Bomgar Appliance.
login_restrictions:web:list	string	A list of IPs which should be allowed or denied access to the <b>/login</b> administrative interface.
login_restrictions:web:ports:allow	string	A list of ports that are allowed to access the <b>/login</b> interface.
login_restrictions:web:ports:deny	string	A list of ports that are not allowed to access the <b>/login</b> interface.
networks:list	string	A list of IP addresses which should be allowed or denied.
networks:type	<b>allow_all</b> <b>allow_list</b> <b>deny_list</b>	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 Appliance.
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.

Field	Value	Explanation
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.
presentations:abandoned	1 or 0	<b>1</b> : Display an orphaned presentation message if no one is available to give the presentation. <b>0</b> : Do not display an orphaned presentation message if the presenter is unavailable.
presentations:agreement	1 or 0	<b>1</b> : Display an attendee agreement message before presentations. <b>0</b> : Do not display an attendee agreement.
presentations:greeting	1 or 0	<b>1</b> : Display an attendee greeting before presentations. <b>0</b> : 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	<b>1</b> : Record a Flash video of presentations. <b>0</b> : Do not record presentations.
presentations:recordings:screen_sharing:resolution	<b>320x240</b> <b>640x480</b> <b>800x600</b> <b>1024x768</b> <b>1280x1024</b>	The resolution to which to convert presentation recordings when viewing or downloading.
probe:max_timeout	integer	The number of seconds between the first failure to reach the primary appliance and fail over to the backup appliance.
public_site:force_ssl	1 or 0	<b>1</b> : Redirect all visitors to HTTPS. <b>0</b> : Allow both HTTP and HTTPS traffic.
relationship_established	array of semicolon separated values	Generated when failover is established. Values: <ul style="list-style-type: none"> <li>this:hostname=hostname where entry is made</li> <li>this:port=port used by current host</li> <li>peer:hostname=hostname of peer in failover relationship</li> <li>peer:port=port of peer in failover_relationship</li> </ul>
relationship_broken	array of semicolon separated values	Generated when failover relationship is broken. Values: <ul style="list-style-type: none"> <li>this:hostname=hostname where entry is made</li> </ul>

Field	Value	Explanation
		<ul style="list-style-type: none"> <li>• this:port=port used by current host</li> <li>• peer:hostname=hostname of peer in failover relationship</li> <li>• peer:port=port of peer in failover_relationship</li> </ul>
rep:dashboard:monitor	1 or 0	<b>1:</b> Allow team managers and team leads to monitor team members' desktops. <b>0:</b> Do not allow desktop monitoring.
rep:dashboard:transfer	1 or 0	<b>1:</b> Allow team managers and team leads to take over and transfer team members' sessions. <b>0:</b> Do not allow transferring of team members' sessions.
rep:email_controls	1 or 0	<b>1:</b> Allow representatives to send email invitations from the representative console. <b>0:</b> Do not allow representatives to send email invitations from the representative console.
rep:general_queue	1 or 0	<b>1:</b> Enable a general queue of all representatives. <b>0:</b> Do not enable the general queue.
rep:general_queue:session_assignment	1 or 0	<b>1:</b> Automatically assign sessions in the general queue to the least busy representative. <b>0:</b> Do not assign sessions in the general queue.
rep:general_queue:session_assignment:timeout	integer	The number of seconds to wait for a representative to accept an assigned session before reassigning it to the next available representative.
rep:saved_logins	1 or 0	<b>1:</b> Allow representatives to have the representative console remember their credentials. <b>0:</b> Do not allow the representative console to remember representatives' credentials.
session_keys:timeout	integer	The default number of seconds a generated session key is valid. After that it will expire.
session_keys:timeout:maximum	integer	The maximum number of seconds a generated session key can remain valid.
ssl:certificate_verify	1 or 0	<b>1:</b> Validate the SSL certificate chain for security. <b>0:</b> Do not validate the SSL certificate chain.
support:clipboard_sync_mode	<b>disabled</b> <b>manual:-rep_to_cust</b> <b>manual-both_directions</b>	<b>disabled:</b> The representative cannot synchronize the clipboards with the customer's clipboard during a support session. <b>manual:rep_to_cust:</b> The representative can send the clipboard manually to the customer's clipboard during a support session. <b>manual:both_directions:</b> The representative can send the clipboard to the customer's clipboard during a support session, and the customer can send their clipboard to the representative

Field	Value	Explanation
	<b>auto:- both_ directions</b>	manually. <b>auto:both_directions:</b> The clipboard is sent automatically from the representative to the customer, and from the customer to the representative.
support:fallback:jump_clients	<b>1 or 0</b>	If a representative drops a Jump session and no other representatives are in the session: <b>1:</b> 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. <b>0:</b> Terminate the session immediately.
support:fallback:normal	<b>1 or 0</b>	If a representative drops a normal session and no other representatives are in the session: <b>1:</b> 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. <b>0:</b> Terminate the session immediately.
support:inactive_rep:timeout	integer	The number of seconds with no session activity before a representative is removed from a specific session.
support:jump_client:active_interval	integer	The number of seconds to wait between each Jump Client statistics update.
support:jump_client:concurrent_upgrades	integer	The maximum number of Jump Clients whose statistics can be updated simultaneously.
support:jump_client:connection_type	<b>active passive</b>	The default client connection type for Jump Clients deployed in a session: <b>active</b> or <b>passive</b> .
support:jump_client:restrict_uninstall	<b>1 or 0</b>	<b>1:</b> An installed Jump Client can be uninstalled only by an administrator on the remote computer. <b>0:</b> An installed Jump Client can be uninstalled by any user from the Jump Client context menu.
support:jump_client:simultaneous_rep_access	<b>1 or 0</b>	<b>1:</b> Multiple representatives can access the same Jump Client simultaneously without having to be invited into an existing session. <b>0:</b> Multiple representatives cannot access the same Jump Client simultaneously unless invited by another representative into an existing session.
support:jump_client:stats	comma-delimited list	The statistics to collect from each Jump Client. Currently recognized statistics include <b>pss_os</b> (operating system), <b>pss_ut</b> (uptime), <b>pss_cpu</b> (central processing unit usage), <b>pss_cu</b> (console user), <b>pss_fd</b> (disk usage), and <b>pss_tn</b> (screen thumbnail image).
support:reboot:cache_credentials	<b>1 or 0</b>	<b>1:</b> Representatives are allowed to reboot the remote system using credentials cached by the customer. <b>0:</b> Representatives are not allowed to reboot the remote system

Field	Value	Explanation
		using cached credentials.
support:recordings:command_shell	1 or 0	<b>1</b> : Record a Flash video of command shells. <b>0</b> : Do not record command shells.
support:recordings:command_shell:resolution	<b>320x240</b> <b>640x480</b> <b>800x600</b> <b>1024x768</b> <b>1280x1024</b>	The resolution selected to convert command shell recordings when viewing or downloading them.
support:recordings:screen_sharing	1 or 0	<b>1</b> : Record a Flash video of screen sharing during support sessions. <b>0</b> : Do not record support sessions.
support:recordings:screen_sharing:resolution	<b>320x240</b> <b>640x480</b> <b>800x600</b> <b>1024x768</b> <b>1280x1024</b>	The resolution to which to convert support session recordings when viewing or downloading.
support:screen_sharing:customer_client_control	1 or 0	<b>1</b> : Enable the restriction of customer client control by the rep while screen sharing. <b>0</b> : Disable the restriction of customer client control by the rep while screen sharing.
support:screen_sharing:detect_faulty_video_driver	1 or 0	<b>1</b> : Allow Bomgar client to temporarily disable hardware acceleration during Windows screen sharing if a faulty video driver is detected. <b>0</b> : Do not allow Bomgar client to disable hardware acceleration or detect faulty video driver.
support:screen_sharing:multi-display_thumbnail	1 or 0	<b>1</b> : Enable thumbnail images for multiple remote displays. <b>0</b> : Disable thumbnail images for multiple remote displays.
support:system_info:auto_log:mobile	<b>Standard</b> <b>Full</b>	<b>Standard</b> : Provide standard logging for mobile platforms. <b>Full</b> : Provide extended logging for mobile platforms. This option is the <b>Extended</b> dropdown option in the user interface.
support:system_info:auto_log	1 or 0	<b>1</b> : Automatically log the remote computer's system information at the beginning of a session. <b>0</b> : Do not log system information.
sync_interval	<b>minute</b> or <b>hour</b> or <b>day</b> or <b>week</b>	<b>minute</b> =Every x minutes <b>hour</b> =Every x hours <b>day</b> =Every day at x time <b>week</b> =Once a week at x day and y time.
sync_interval:days	integer from <b>1</b> to <b>7</b>	If sync_interval = <b>week</b> , it denotes the day of the week on which the auto data sync will occur. 1 = Sunday, 7 = Saturday.
sync_interval:hours	integer from	If sync_interval = <b>week</b> or <b>day</b> , then this value tells the hour of the

Field	Value	Explanation
	<b>1 to 24</b>	day that the data sync will run. If sync_interval = <b>hour</b> , then it tells how many hours will be between every data sync (Every x hours).
sync_interval:minutes	integer from <b>1 to 60</b>	If sync_interval = <b>week</b> or <b>day</b> , then this value tells the minute of the hour that the data sync will run. If sync_interval = <b>minute</b> , then it tells how many minutes will be between every data sync (Every x minutes).
syslog	string	The address of the remote syslog server to which to send messages.
timezone	string	The time zone in which this Bomgar appliance 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	<b>1 or 0</b>	<b>1</b> : Require complex passwords. <b>0</b> : Do not require complex passwords.
users:passwords:default_expiration	integer	The default number of days a password can be used before it expires and must be reset.
users:passwords:minimum_length	integer	The minimum number of characters required for a password.
users:passwords:reset	<b>1 or 0</b>	<b>1</b> : Users can reset forgotten passwords by correctly answering a security question. <b>0</b> : Users cannot reset forgotten passwords.
users:terminate_if_user_logged_in	<b>1 or 0</b>	If a representative attempts to log into the representative console using an account that is already in use in another representative console: <b>1</b> : Terminate the existing connection so that the new user can log in. <b>0</b> : Maintain the existing connection and do not allow the new user to log in.

### SNMP Fields

These fields apply to the **SNMP\_changed** event.

Field	Value	Explanation
snmp_v2_enabled	<b>1 or 0</b>	<b>1</b> : The appliance has SNMP_v2 Server enabled. <b>0</b> : The appliance has SNMP_v2 Server disabled.
snmp_v2_syslocation	string	The location of this Bomgar appliance for the SNMP MIB.
snmp_v2_rocommunity	string	The community name the SNMPv2 Server should respond to.
snmp_v2_netACL	string	The list of IP addresses allowed to access SNMP on this appliance.

### Support Canned Message Fields

These fields apply to the following events:

**support\_canned\_messages\_added**  
**support\_canned\_messages\_changed**  
**support\_canned\_messages\_removed**

Field	Value	Explanation
category	<b>1</b> or <b>0</b>	<b>1</b> : The added item is a category for messages. <b>0</b> : 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 <b>0</b> .
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 following events:

**support\_team\_added**  
**support\_team\_changed**  
**support\_team\_removed**

Field	Value	Explanation
comments	string	Any comments associated with this support team.
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.
session_assignment	<b>1</b> or <b>0</b>	<b>1</b> : Automatically assign sessions in this team queue to the least busy representative. <b>0</b> : Do not assign sessions in this team queue.
session_assignment:timeout	integer	The number of seconds to wait for a representative to accept an assigned session before reassigning it to the next available representative.
support_full_reserved_slots	integer	The number of licenses reserved for full support.

### 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.
issue	string	The description of the issue as displayed to the customer on the front-end survey.
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.

### 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	<b>member</b> <b>lead</b> <b>manager</b>	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 **embassy\_member\_added**, **embassy\_member\_changed**, **embassy\_member\_removed**, **user\_added**, **user\_changed**, and **user\_removed** events. User settings also include the [permissions](#) fields detailed elsewhere.

Field	Value	Explanation
account:created	Unix timestamp	The date and time this user account was created.
account:disabled	<b>1</b> or <b>0</b>	<b>1</b> : This local user account is disabled. <b>0</b> : This local user account is active.
account:email:address	string	The email address set for extended availability notifications.
account:email:locale	string	Values are the language abbreviations (e.g. en-us for English) used with Extended Availability emails.
account:expiration	Unix timestamp	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	integer	The display number 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.
idle_timeout	integer or <b>site_wide_setting</b>	The maximum number of seconds this representative can be idle within the representative console before being logged out. The <b>site_wide_setting</b> option defaults to the timeout set on the <b>Management &gt; Security</b> page. If no timeout, uses <b>none</b> .
password	****	Indicates if the local user's password has been changed by an administrator.
password:expiration	Unix timestamp	The date and time the local user's password will expire, if ever.
password:reset	<b>1</b> or <b>0</b>	<b>1</b> : The local user must create a new password upon next login. <b>0</b> : The password need not be changed.
password:will_expire	<b>1</b> or <b>0</b>	<b>1</b> : The local user's password is set to expire on a certain date. <b>0</b> : The local user's password has no expiration set.
provider:id	string	The unique identifier of the security provider against which this user last authenticated, or <b>1</b> for a local user.

Field	Value	Explanation
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.