



Reviewing Audit Logs

Audit logs give you a view into exactly what is happening on your system. An audit log records every transaction and event.

You can view the audit log based on a date range.

Filters help you find information by showing only:

- Changes made by a particular portal user, a subscriber, or the system (root) user.
- Changes applied during bulk operations or to a particular device, portal user, or subscriber.

Here are definitions of a few key terms:

- Portal users—Admins or CSRs who can make changes to device or subscriber records and to other portal users' accounts.
- Subscribers—Customers who can make changes to their devices through the control panel. The audit log shows changes to local network and wireless settings, parental controls, and port forwarding.
- System—Refers to the system, or root, user who can make changes to any device or user.
- Device—Refers to a CPE device or a customer device attached to the CPE device's LAN.

Launching the Audit Log

To launch the audit log:

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- Step 1** Click the **Audit** tab.
- Step 2** In the Audit window, specify a range of dates to display information for. The default is the past five days.
- Step 3** (Optional) From the Changed By menu, choose one of the following:
- Portal User—Enter the username of a portal user.
 - Subscriber—Enter a subscriber code.
 - System—Leave this value blank.

Step 4 (Optional) From the Applied To menu, choose one of the following:

- Bulk Operation—Leave this value blank.
- Device—Enter a device serial number.
- Portal User—Enter a portal username.
- Subscriber—Enter a subscriber code.

Step 5 Click **Query**.

Prime Home displays the audit results (Figure 9-1). You can do the following:

- Under each transaction, click **Changes+** to see details about the transaction.
- Click **expand all** to view details about all transactions. Click **collapse all** to hide transaction details.
- Set the number of results to display per page.
- Page through the results.
- Refresh the results.

Figure 9-1 Audit Window

Audit

Search Audit Logs
Please select a start and end date for your search, you may further refine the results by using the filters below.

From: 04/19/2012 To: 04/24/2012

Filter Transactions:

Changed By: Portal User amerriwether

Applied To: Device 00255E6E05EE

Search

Results

Summary: 27 transactions returned. expand all - collapse all

Date: Tue Apr 24th 2012 15:53:42
Transaction: amerriwether(user) changed 16 fields on device(00255E6E05EE)
Changes +

Date: Tue Apr 24th 2012 15:53:40
Transaction: amerriwether(user) changed 2 fields on device(00255E6E05EE)
Changes -

applications.CF.dto.Settings.ContentFiltering.Hosts.1.Server	was: mature_teens	now: young_teens
applications.CF.dto.Settings.ContentFiltering.Default.Server	was: young_teens	now: mature_teens

Date: Tue Apr 24th 2012 15:53:01
Transaction: amerriwether(user) changed 1 fields on device(00255E6E05EE)
Changes +

Date: Tue Apr 24th 2012 15:52:46
Transaction: amerriwether(user) changed 9 fields on device(00255E6E05EE)
Changes +

302678

Step 6 To view a CSV file of results:

- In the Results window, click .
- Click **webservice**.