BeyondTrust

Remote Support 20.1

Syslog Message Reference

Table of Contents

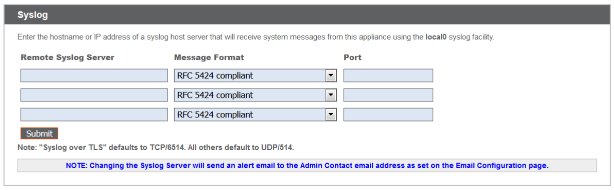
Syslog Message Reference Guide 5
Syslog Message Format 6
Syslog Message Segmentation 7
Syslog Payload Format 8
Integrated Login Syslog Messages 9
Old/New Nomenclature in Syslog Messages 10
Localized Strings in Syslog Messages 11
Syslog Events 12
Syslog Fields 21
Access Sponsor Group Fields 21
Access Sponsor Group Member Fields 21
API Account Fields 22
Support Button Profile Fields 23
Support Button Profile Icon Fields 23
Canned Message Category Fields 23
Canned Message Fields 24
Canned Message Team Fields 24
Canned Script Category Fields 24
Canned Script Fields 25
Canned Script File Fields 25
Canned Script Team Fields 25
Canned Scripts Category Fields 26
Canned Scripts File Fields 26
Certificate Export Fields 26
Change Display Name 26
Change Password Fields 27
Change Username Fields 27
Custom Rep Link Fields 27
Custom Session Attribute Fields 28
Custom Session Policy Fields 28
Custom Special Action Fields 29

Customer Notice Fields 29
Customer Notice Public Site Fields 29
Customizable Text Fields 30
EULA Accepted Syslog Field 31
Exit Survey Question Fields 32
Exit Survey Question Option Fields 33
File Store Fields 33
Group Policy Fields 33
Group Policy Member Fields 34
Group Policy Setting Fields 35
iOS Content Item Fields 36
Jump Policy Fields 36
Jump Policy Schedule Entry Fields 37
Jumpoint Cluster Fields 38
Jumpoint User Fields 38
Kerberos Keytab Fields 38
License Pool Fields 39
Login Fields 39
Login Schedule Entry Fields 40
Network Address Fields 41
Network Fields 42
Network Route Descriptor 42
Outbound Event Email Recipient Fields 43
Outbound Event Email Trigger Fields 43
Outbound Event HTTP Recipient Fields 44
Outbound Event HTTP Trigger Fields 44
Presentation Client Banner Fields 45
Permission Fields 45
Public Site Address Fields 51
Public Site Customer Banner Fields 51
Public Site Exit Survey Fields 51
Public Site Fields 52
Public Site Setting Fields 52

Public Site Team Fields 56
Public Site Template Asset Fields 57
Public Template Fields 57
Rep Console Connection Fields 57
Rep Console Setting Fields 58
Rep Invite Fields 63
Rep Invite Setting Fields 64
Report Fields 64
Reporting Erasure Fields 66
Security Provider Fields 67
Security Provider Setting Fields 68
Session Policy Fields 70
Setting Fields 71
Skill Fields 81
SNMP Fields 81
Support Issue Fields 81
Support Issue Skill Fields 82
Support Permissions and Prompting Fields 83
Support Team Fields 86
Support Team Issue Fields 86
Support Team Jump Access Fields 87
Support Team Member Fields 87
Syslog Server Fields 87
/login User Fields 88
/appliance User Fields 89
User Account Report Generated Fields 90
User Session Policy Fields 90
User Skill Fields 90

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 Secure Remote Access Appliance, as well as any clients that generate syslog messages such as the representative console. 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

Enter the hostname or IP address of a syslog host server that will receive system messages from this appliance using the **local0** syslog facility.

Remote Syslog Server	Message Format	Port
	RFC 5424 compliant	
	RFC 5424 compliant	
	RFC 5424 compliant	

Note: "Syslog over TLS" defaults to TCP/6514. All others default to UDP/514.

NOTE: Changing the Syslog Server will send an alert email to the Admin Contact email address as set on the Email Configuration page.

To enable syslog messages from the Secure Remote Access Appliance, go to **/appliance > Security > Appliance Administration** and scroll down to the **Syslog** section.

You can configure your appliance to send log messages to up to three syslog servers. Enter the hostname or IP address of the syslog host server receiving system messages from this appliance in the **Remote Syslog Server** field. Select the message format for the event notification messages. Choose from the standards specification **RFC 5424**, one of the legacy **BSD formats**, or **Syslog over TLS**. Syslog over TLS defaults to using TCP port 6514. All other formats default to using UDP 514. However, the defaults can be changed. Secure Remote Access Appliance logs are sent using the **local0** facility.

For Cloud-specific settings, please see Appliance Administration: Set Syslog over TLS at https://www.beyondtrust.com/docs/remote-support/getting-started/deployment/cloud/syslog-over-tls.htm.

***Note:** When changing or adding a syslog server, an alert is emailed to the administrator's email address. The administrator's information is configured at **Security > Email Configuration > Security :: Admin Contact**.*

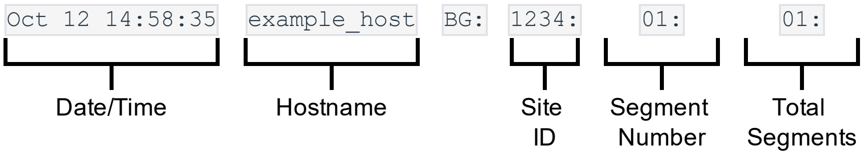
Syslog Message Format

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



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

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

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 1KB into multiple messages. In this guide, these messages will be referred to as segments.

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

Syslog 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 BeyondTrust 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 their 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 Syslog Messages

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. In the example below, **<method>** will be either **password** for LDAP or RADIUS or **gssapi** for Kerberos.

```
Oct 12 14:53:24 example_host BG: 1234:01:01:site=support.example.com;…<data
truncated>…who=unknown () using <method>; 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 () using gssapi; 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 in Syslog Messages

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

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

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

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

Localized Strings in Syslog Messages

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 Secure Remote Access 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 Secure Remote Access 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 BeyondTrust 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 **Reset Admin Account** button has been clicked, reverting a site's administrative account to its default credentials.
api_account_added	A new API account has been added and saved.
api_account_changed	An existing API account has been modified and saved.
api_account_removed	An existing API account has been deleted.
backup_created	A backup of the current software configuration has been saved.
support_button_profile_added	A new Support Button Profile has been added and saved.
support_button_profile_changed	An existing Support Button Profile has been changed and saved.
support_button_profile_icon_uploaded	A new icon has been uploaded to a Support Button Profile.
support_button_profile_removed	An existing Support Button Profile has been deleted.
canned_message_added	A new canned message has been added and saved.
canned_message_category_added	A new canned message category has been added and saved.
canned_message_cateogry_changed	An existing canned message category has been modified and saved.

Event	Trigger
canned_message_category_removed	An existing canned message category has been deleted.
canned_message_changed	An existing canned message has been modified and saved.
canned_message_removed	An existing canned message has been deleted.
canned_message_team_added	A canned message has been newly assigned to a team, and the message has been saved.
canned_message_team_changed	A canned message has been edited, and this team has neither been added nor removed.
canned_message_team_removed	A previously assigned canned message has been unassigned from a team, and the message has been saved.
canned_script_added	A new canned script has been added and saved.
canned_script_category_added	A canned script has been newly assigned to a category, and the script has been saved.
canned_script_category_removed	A previously assigned canned message has been unassigned from a category, 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.
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.
certificate_export	An SSL certificate has been exported from the Secure Remote Access Appliance.
change_display_name	A user has attempted to change their display name.
change_password	A user has attempted to change their password.
change_username	A user has attempted to change their username.

Event	Trigger
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.
custom_rep_link_added	A new custom link has been added and saved.
custom_rep_link_changed	An existing custom link has been edited and saved.
custom_rep_link_removed	An existing custom link has been deleted.
custom_session_attribute_added	A new custom field for API integration has been added and saved.
custom_session_attribute_changed	An existing custom field for API integration has been edited and saved.
custom_session_attribute_removed	An existing custom field for API integration has been removed.
custom_session_policy_added	Custom session permissions have been added to a user account, and the user account has been saved.
custom_session_policy_changed	Existing custom session permissions have been edited, and the user account has been saved.
custom_session_policy_removed	Existing custom session permissions have been removed from a user account, and the user account has been saved.
custom_special_action_added	A new custom special action has been added and saved.
custom_special_action_changed	An existing custom special action has been edited and saved.
custom_special_action_removed	An existing custom special action has been removed.
customer_notice_added	A new customer notice has been added and saved.
customer_notice_changed	An existing customer notice has been edited and saved.
customer_notice_public_site_added	A customer notice has been enabled for a public site, and the customer notice has been saved.
customer_notice_public_site_removed	A customer notice has been disabled for a public site, and the customer notice has been saved.
customer_notice_removed	An existing customer notice has been removed.
customizable_text_changed	An existing customer greeting, on-hold message, or login agreement has been changed.

Event	Trigger
default_site_changed	The default support site for this Secure Remote Access 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.
eula_accepted	The BeyondTrust Cloud end user license agreement (EULA) has been accepted by a user, and the username has been recorded.
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.
ios_content_item_added	A new iOS configuration profile has been created and saved.
ios_content_item_changed	An existing iOS configuration profile has had a new file uploaded or has had its public availability changed, and the profile has been saved.
ios_content_item_removed	An existing iOS configuration profile has been deleted.
jump_policy_added	A new Jump Policy has been created and saved.
jump_policy_changed	An existing Jump Policy has been modified and saved.
jump_policy:schedule_entry_added	A new schedule entry has been added to a Jump Policy, and the policy has been saved.
jump_policy:schedule_entry_removed	An existing schedule entry has been removed from a Jump Policy, and the policy has been saved.
jump_policy_removed	An existing Jump Policy has been deleted.
jumpoint_cluster_added	A new Jumpoint or Jumpoint cluster has been created and saved.
jumpoint_cluster_changed	An existing Jumpoint or Jumpoint cluster has been changed.

Event	Trigger
jumpoint_cluster_removed	An existing Jumpoint or Jumpoint cluster 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.
license_pool_added	A new license pool has been created and saved.
license_pool_changed	An existing license pool has been changed, and the license pool has been saved.
license_pool_removed	An existing license pool has been deleted.
license_usage_report_generated	A report of peak license usage has been run.
login	A login attempt has been made.
login_schedule_entry_added	A new login schedule entry has been added to a user's, or group policy's login schedule, and the user account or group policy has been saved.
login_schedule_entry_removed	An existing login schedule entry has been removed from a user's, or group policy's login schedule, and the user or group policy has been saved.
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 Secure Remote Access 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_email_recipient_added	A new email outbound event has been added and saved.
outbound_event_email_recipient_changed	An existing email outbound event has been modified and saved.
outbound_event_email_recipient_removed	An existing email outbound event has been deleted.
outbound_event_email_trigger_added	A new trigger has been added for an email outbound event, and the event has been saved.
outbound_event_email_trigger_removed	An existing trigger for an email outbound event has been removed, and the event has been saved.

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

Event	Trigger
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 Secure Remote Access Appliance has been rebooted.
rep_client_connection_terminated	An administrator has terminated a representative's connection.
rep_console_setting_added	A managed representative console setting has been defined for the first time, and the settings have been saved.
rep_console_setting_changed	A managed representative console setting has been changed, and the settings have been saved.
rep_console_setting_removed	A managed representative console setting has been marked as undefined, and the settings have been saved.
rep_exit_survey_question_added	A new representative survey question has been added and saved.
rep_exit_survey_question_changed	A representative 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 survey question, and the question has been saved.
rep_exit_survey_question_option_changed	An existing option for a representative survey question, such a radio button, check box, or menu item, has been edited, and the question has been saved.
rep_exit_survey_question_option_removed	An existing option, such a radio button, check box, or menu item, has been removed from a representative survey question, and the question has been saved.
rep_exit_survey_question_removed	An existing representative survey question has been deleted.
rep_invite_added	A session policy has been made available for rep invites, and the session policy has been saved.
rep_invite_removed	A session policy has been made unavailable for rep invites and has been saved, or a session policy available for rep invites has been deleted.
repinvite_setting_added	A rep invite setting has been added because a session policy has been made available for rep invites, and the session policy has been saved.
repinvite_setting_removed	A rep invite setting has been removed either because a session policy has been made unavailable for rep invites and has been saved, or because a session policy available for rep invites has been deleted.
reporting_erasure	Session reports have had representative or customer data anonymized.
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.

Event	Trigger
sdrep_exit_survey_report_generated	A report of representative 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.
session_policy_added	A new session policy has been added and saved.
session_policy_changed	An existing session policy has been modified and saved.
session_policy_removed	An existing session policy has been deleted.
server_software_restarted	The BeyondTrust 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.
skill_added	A new skill has been added and saved.
skill_changed	An existing skill has been modified and saved.
skill_removed	An existing skill has been deleted.
SNMP_changed	The SNMPv2 Server has been changed.
starting_support_tunnel	A support tunnel has been initiated from the Secure Remote Access Appliance.
support_issue_added	A new support issue has been added and saved.
support_issue_changed	An existing support issue has been modified and saved.
support_issue_removed	An existing support issue has been deleted.
support_issue_skill_added	A new skill has been assigned to a support issue, and the issue has been saved.
support_issue_skill_removed	An existing skill has been removed from a support issue, and the issue has been saved.
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.

Event	Trigger
support_team_added	A support team has been added.
support_team_changed	A support team has been changed.
support_team_jump_access_added	A team has been granted access to another team's Jump Clients, and the change has been saved.
support_team_jump_access_removed	A team's access to another team's Jump Clients has been removed, and the change has been saved.
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_account_report_generated	A user account report has been generated.
user_added	A new local user has been created and saved. Event fields differ between /login users and /appliance users.
user_changed	An existing local user has been modified and saved. Event fields differ between /login users and /appliance users.
user_removed	An existing local user has been deleted. Event fields differ between /login users and /appliance users.
user_session_policy_added	A session policy has been applied to a user account, and the user account has been saved.
user_session_policy_removed	A session policy has been removed from a user account, and the user account has been saved.
user_skill_added	A new skill has been assigned to a user, and the user account has been saved.
user_skill_removed	An existing skill has been removed from a user, and the user account has been saved.

Syslog Fields

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

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

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
description	string	The description of the access sponsor group.
id	string	The unique identifier of the access sponsor group.
name	string	The name 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	**requester** **sponsor**	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.

API Account Fields

These fields apply to the **api_account_added**, **api_account_changed**, and **api_account_removed** events.

Field	Value	Explanation
client_id	string	The OAuth client ID.
client_secret	******	Indicates the OAuth client secret. The actual string is never supplied.
comments	string	Any comments associated with this API account.
enabled	**1** or **0**	**1:** This API account is enabled. **0:** This API account is disabled.
id	string	The unique identifier of the API account.
ip_addresses	comma-delimited list	The list of network address prefixes from which this account can authenticate.
name	string	The name of the API account.
permissions:backup	**1** or **0**	**1:** This API account may use the backup API. **0:** This API account may not use the backup API.
permissions:command	**deny** **read_only** **full_access**	Whether this API account is disallowed to use the command API, may have read-only access to the command API, or may have full access to the command API.
permissions:reporting:archive	**1** or **0**	**1:** This API account may use the archive API. **0:** This API account may not use the archive API.
permissions:reporting:license	**1** or **0**	**1:** This API account may use the license reporting API. **0:** This API account may not use the license reporting API.
permissions:reporting:presentation	**1** or **0**	**1:** This API account may use the presentation reporting API. **0:** This API account may not use the presentation reporting API.
permissions:reporting:support	**1** or **0**	**1:** This API account may use the support reporting API. **0:** This API account may not use the support reporting API.

Support Button Profile Fields

These fields apply to the **support_button_profile_added**, **support_button_profile_changed**, and **support_button_profile_removed** events.

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

Support Button Profile Icon Fields

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

Field	Value	Explanation
id	string	The unique identifier of the Support Button Profile to which this icon is being added.
size	integer	The size in bytes of the Support Button icon.

Canned Message Category Fields

These fields apply to the **canned_message_category_added**, **canned_message_category_changed**, and **canned_message_category_removed** events.

Field	Value	Explanation
id	string	The unique identifier of this canned message category.
name	string	The name of this canned message category.
parent:id	string	The unique identifier of the parent category of this canned message category.
parent:name	string	The name of the parent category of this canned message category.

Canned Message Fields

These fields apply to the **canned_message_added**, **canned_message_changed**, and **canned_message_removed** events.

Field	Value	Explanation
category:id	string	The unique identifier of the category to which this canned message is assigned.
category:name	string	The name of the category to which this canned message is assigned.
id	string	The unique identifier of this canned message.
message	string	The text of this canned message.
title	string	The title of this canned message.

Canned Message Team Fields

These fields apply to the **canned_message_team_added**, **canned_message_team_changed**, and **canned_message_team_removed** events.

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

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
allowed_in_view_only	**1** or **0**	**1:** This canned script is available in view-only screen sharing, as a special action. **0:** This canned script is not available in view-only screen sharing.
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.
elevation_mode	**Both** **Elevated Only** **Unelevated Only**	Whether this canned script is available only in elevated mode, only in unelevated mode, or in both elevated and unelevated modes.
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.

Certificate Export Fields

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

Field	Value	Explanation
friendly_name	string	The friendly name of the certificate being exported.
exported_with_private_key	**1** or **0**	**1:** The private key is included in this export. **0:** The private key is not included in this export.

Change Display Name

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

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

Custom Rep Link Fields

These fields apply to the **custom_rep_link_added**, **custom_rep_link_changed**, and **custom_rep_link_removed** events.

Field	Value	Explanation
id	string	The unique identifier of the custom link.
name	string	The name of the custom link.
url	string	The URL of the custom link.

Custom Session Attribute Fields

These fields apply to the **custom_session_attribute_added**, **custom_session_attribute_changed**, and **custom_session_attribute_removed** events.

Field	Value	Explanation
code_name	string	The code name of the custom session attribute.
display_name	string	The display name of the custom session attribute.
id	string	The unique identifier of the custom session attribute.
show_in_rep	**1** or **0**	**1:** The custom session attribute will be displayed in the representative console during a support session. **0:** The custom session attribute will not be displayed in the representative console.

Custom Session Policy Fields

These fields apply to the **custom_session_policy_added**, **custom_session_policy_changed**, and **custom_session_policy_removed** events. Custom session policy events also include the "Support Permissions and Prompting Fields" on page 83.

Field	Value	Explanation
code_name	string	The code name of this custom session policy.
description	string	The description of the object to which this custom session policy is applied in the form of object (type):name. The object may be one of **users** or **policies**. A **users** object is followed by **@** and the ID of its security provider. The type is either **attended** or **unattended**. The name is the name of the object.
id	string	The unique identifier of this custom session policy.
name	string	The name of this custom session policy. This name is assigned by the Secure Remote Access Appliance and cannot be modified.

Custom Special Action Fields

These fields apply to the **custom_special_action_added**, **custom_special_action_changed**, and **custom_special_action_removed** events.

Field	Value	Explanation
arguments	list	Command line arguments to apply the command.
command	string	The full path of the application to run.
confirm	**1** or **0**	**1**: Require representatives to answer a confirmation prompt before the action runs. **0**: Do not prompt before running the action.
id	string	The unique identifier of this custom special action.
name	string	The name of this custom special action.
run_elevated	**1** or **0**	**1**: Show the special action only when the customer client is running in elevated mode, and run the action with elevated privileges. **0**: Always show the action, and run the action with user privileges.

Customer Notice Fields

These fields apply to the **customer_notice_added**, **customer_notice_changed**, and **customer_notice_removed** events.

Field	Value	Explanation
expiry	Unix timestamp	The date and time of the creation of the message or **never**.
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 **customer_notice_public_site_added** and **customer_notice_public_site_removed** events.

Field	Value	Explanation
customer_notice:id	string	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 **customizable_text_changed** event.

Field	Value	Explanation
ios:message:[language]	string	The existing message for the Apple iOS portal has changed.
ios:title:[language]	string	The existing title for the Apple iOS portal has changed.
pre_login_agreement:body:[language]	string	The existing message for the /login prerequisite login agreement has changed.
pre_login_agreement:title:[language]	string	The existing title for the /login prerequisite login agreement has changed.
presentation:abandoned_message:[language]	string	The existing message for orphaned presentations has changed.
presentation:agreement:message:[language]	string	The existing message for the presentation attendee agreement has changed.
presentation:agreement:title:[language]	string	The existing title for the presentation attendee agreement has changed.
presentation:greeting_message:[language]	string	The existing message for the presentation attendee greeting has changed.
presentation:invite:email:in_progress:body:[language]	string	The existing message for the in-progress presentation invitation email has changed.
presentation:invite:email:in_progress:subject:[language]	string	The existing subject for the in-progress presentation invitation email has changed.
presentation:invite:email:scheduled:body:[language]	string	The existing message for the scheduled presentation invitation email has changed.
presentation:invite:email:scheduled:subject:[language]	string	The existing subject for the scheduled presentation invitation email has changed.
presentation:uninstall_message:[language]	string	The existing presentation attendee client uninstall message has changed.
public_site:id	integer	The unique identifier of the public site.
rep:invite:email:body:[language]	string	The existing message for a rep invitation email has changed.
rep:invite:email:subject:[language]	string	The existing subject for a rep invitation email has changed.
support:abandoned_message:[language]	string	The existing message for orphaned support sessions has changed.
support:full_client:agreement:message:[language]	string	The existing message for the full-client customer agreement has changed.
support:full_client:agreement:title:[language]	string	The existing title for the full-client customer agreement has changed.

Field	Value	Explanation
support:greeting_message:[language]	string	The existing message for the customer greeting has changed.
support:invite:email:body:[language]	string	The existing message for the support session invitation email has changed.
support:invite:email:subject:[language]	string	The existing subject for the support session invitation email has changed.
support:ios:email:body:[language]	string	The existing message for the Apple iOS invitation email has changed.
support:ios:email:subject:[language]	string	The existing subject for the Apple iOS invitation email has changed.
support:please_wait_message:[language]	string	The existing on-hold message has changed.
support:uninstall_message:[language]	string	The existing customer client uninstall message has changed.
support:web_client:agreement:message:[language]	string	The existing message for the click-to-chat customer agreement has changed.
support:web_client:elevate_prompt:[language]	string	The existing message for the click-to-chat elevation prompt has changed.

***Note:** Macros appear as %MACROS% to indicate use.*

EULA Accepted Syslog Field

Field	Value	Explanation
auth_username	string	The username of the individual who accepted the BeyondTrust Cloud end user license agreement (EULA).

Exit Survey Question Fields

These fields apply to the **cust_exit_survey_question_added**, **cust_exit_survey_question_changed**, **cust_exit_survey_question_removed**, **rep_exit_survey_question_added**, **rep_exit_survey_question_changed**. and **rep_exit_survey_question_removed** events.

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	**1** or **0**	**1**: The representative is required to answer this question before closing the session. **0**: The representative is not required to answer this question.
select:multiple	**1** or **0**	**1**: Multiple selections are allowed. **0**: Only one selection is allowed.
text:maxlength	integer	The maximum number of characters that can be entered in the text box.
text:size	integer	The width of the text box.
textarea:cols	string	The number of columns in the text area.
textarea:rows	string	The number of rows in the text area.
type	**checkbox** **radio** **select** **text** **textarea**	The type of question being added, modified, or removed.

Exit Survey Question Option Fields

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

Field	Value	Explanation
default	**1** or blank	**1:** This radio button, check box, or select option is the default value.
default:[language]	localized string	The default value for this text box or text area option.
id	string	The unique identifier for this option.
label:[language]	localized string	The display value shown for this option.
order	integer	The order in which this radio button, check box, or select option will be displayed, starting from **0**.
question:id	string	The unique identifier of the question for which this option will be displayed.
question:name	string	The name of the question for which this option will be displayed.
value	string	The value of this radio button, check box, or select option as logged in the survey reports.

File Store Fields

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

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 **group_policy_added**, **group_policy_changed**, and **group_policy_removed** events.

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

Group Policy Member Fields

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

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

Group Policy Setting Fields

These fields apply to the **group_policy_setting_added**, **group_policy_setting_changed**, and **group_policy_setting_removed** events. Group policy setting events also include the "Permission Fields" on page 45.

Field	Value	Explanation
account:disabled	**1** or **0**	**1**: The accounts associated with this group policy are disabled. **0**: 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**	**1**: This setting can be overridden by a policy with a lower priority. **0**: This setting cannot be overridden by a policy with a lower priority.
comments	string	Any comments associated with this group policy.
idle_timeout	integer or **site_wide_setting**	The maximum number of seconds these representatives can be idle within the representative console before being logged out. The **site_wide_setting** option defaults to the timeout set on the **Management > Security** page. If no timeout, uses **none**.
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.
login_code:enabled	**1** or **0**	**1:** Users must enter an emailed login code to log in. **0:** Users may log in without an emailed login code.
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.
tz	string	The time zone to use for the representative login schedule for this group policy.

iOS Content Item Fields

These fields apply to the **ios_content_item_added**, **ios_content_item_changed**, and **ios_content_item_removed** events.

Field	Value	Explanation
description:[language]	string	The description of this iOS configuration profile.
file_name	string	The name of the file.
id	string	The unique identifier of this iOS configuration profile.
name:[language]	string	The name of this iOS configuration profile.
publicly_browsable	**1** or **0**	**1:** This iOS configuration profile is visible to any iOS user browsing your public portal. **0:** This iOS configuration profile can be downloaded only by supplying an access key generated by a representative.

Jump Policy Fields

These fields apply to the **jump_policy_added**, **jump_policy_changed**, and **jump_policy_removed** events.

Field	Value	Explanation
code_name	string	The code name of this Jump Policy.
description	string	The description of this Jump Policy.
display_name	string	The display name of this Jump Policy.
id	string	The unique identifier of this Jump Policy.
schedule:enabled	**1** or **0**	**1:** Representatives are disallowed to access Jump Clients controlled by this policy outside of the set schedule. **0:** Representatives may access Jump Clients controlled by this policy at any time.
schedule:force_end	**1** or **0**	**1:** Open sessions with Jump Clients controlled by this policy are automatically terminated at the end of the scheduled time. **0:** Open sessions with Jump Clients controlled by this policy may continue past the end of the scheduled time.

Jump Policy Schedule Entry Fields

These fields apply to the **jump_policy:schedule_entry_added** and **jump_policy:schedule_entry_removed** events.

Field	Value	Explanation
jump_policy:display_name	string	The display name of the Jump Policy to which this Jump schedule entry applies.
jump_policy:id	string	The unique identifier of the Jump Policy to which this Jump schedule entry applies.
schedule:end_day_of_week	**Monday** **Tuesday** **Wednesday** **Thursday** **Friday** **Saturday** **Sunday**	The end day for this Jump schedule entry.
schedule:end_time_of_day	hh:mm (24-hour format)	The end time for this Jump schedule entry.
schedule:start_day_of_week	**Monday** **Tuesday** **Wednesday** **Thursday** **Friday** **Saturday** **Sunday**	The start day for this Jump schedule entry.
schedule:start_time_of_day	hh:mm (24-hour format)	The start time for this Jump schedule entry.

Jumpoint Cluster Fields

These fields apply to the **jumpoint_cluster_added**, **jumpoint_cluster_changed**, and **jumpoint_cluster_removed** events.

Field	Value	Explanation
allows_multiple_nodes	**1** or **0**	**1:** This is a Jumpoint cluster. **0:** This is a standalone Jumpoint.
code_name	string	The code name of this Jumpoint or Jumpoint cluster.
comment	string	Any comments associated with this Jumpoint or Jumpoint cluster.
disabled	**1** or **0**	**1**: This Jumpoint or Jumpoint cluster is disabled. **0**: This Jumpoint or Jumpoint cluster is enabled.
id	string	The unique identifier of this Jumpoint or Jumpoint cluster.
name	string	The name of this Jumpoint or Jumpoint cluster.
shelljump	**1** or **0**	**1:** This Jumpoint or Jumpoint cluster can be configured to allow Shell Jump. **0:** This Jumpoint or Jumpoint cluster does not allow Shell Jump.

Jumpoint User Fields

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

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

Kerberos Keytab Fields

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

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.

License Pool Fields

These fields apply to the **license_pool_added**, **license_pool_changed**, and **license_pool_removed** events.

Field	Value	Explanation
description	string	The description of the license pool.
id	string	The unique identifier of this license pool.
license_type	**support_full**	The type of license in this license pool.
maximum_license_count	integer	The maximum number of licenses which can be consumed by users of this pool.
name	string	The name of this license pool.
reserved_license_count	integer	The number of licenses which should be reserved for this pool.

Login Fields

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

Field	Value	Explanation
status	**success** **failure**	Whether the login attempt succeeded or failed.
reason	**failed** **account disabled** **account expired** **exceeded failed login attempts** **change password**	Appears only if login failed. 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	**web/api** **web/appliance** **web/login** **rep_client**	The authentication area from which the login attempt was made.

Login Schedule Entry Fields

These fields apply to the **login_schedule_entry_added** and **login_schedule_entry_removed** events.

Field	Value	Explanation
schedule:end_day_of_week	**Monday** **Tuesday** **Wednesday** **Thursday** **Friday** **Saturday** **Sunday**	The end day for this login schedule entry.
schedule:end_time_of_day	hh:mm (24-hour format)	The end time for this login schedule entry.
schedule:start_day_of_week	**Monday** **Tuesday** **Wednesday** **Thursday** **Friday** **Saturday** **Sunday**	The start day for this login schedule entry.
schedule:start_time_of_day	hh:mm (24-hour format)	The start time for this login schedule entry.
user:id	string	The unique identifier of the user to whom this login schedule entry applies.
user:username	string	The username of the user to whom this login schedule entry applies.

Network Address Fields

These fields apply to the **network_address_added**, **network_address_changed**, and **network_address_removed** events.

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

Network Fields

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

Field	Value	Explanation
default_route	string	The default network route for the Secure Remote Access 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	**1** or **0**	**1**: The Secure Remote Access Appliance should fall back to OpenDNS servers if the configured DNS servers fail to reply. **0**: The Secure Remote Access 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 Secure Remote Access Appliance.
icmp_echo	**1** or **0**	**1**: The interface will respond to ICMP echoes. **0**: The interface will not respond to ICMP echoes.
ntp_server	string	The IP address of the NTP server.
ssl:ciphers	comma-delimited list	The set of ciphersuites supported by the Secure Remote Access Appliance for HTTPS/SSL traffic.
ssl:v2	**1** or **0**	**1**: SSLv2 is enabled. **0**: SSLv2 is not enabled.
ssl:v3	**1** or **0**	**1**: SSLv3 is enabled. **0**: SSLv3 is not enabled.

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.

Outbound Event Email Recipient Fields

These fields apply to the **outbound_event_email_recipient_added**, **outbound_event_email_recipient_changed**, and **outbound_event_email_recipient_removed** events.

Field	Value	Explanation
disabled	**1** or **0**	**1:** The outbound event email recipient is disabled. **0:** The outbound event email recipient is enabled.
email_address	string	The email address to which the outbound event is sent.
id	string	The unique identifier of this outbound event email recipient.
name	string	The name of this outbound event email recipient.
require_external_key	**1** or **0**	**1:** Emails are sent only for sessions that have an external key at the time the event occurs. **0:** Emails are sent for all sessions, even those that do not have an external key.

Outbound Event Email Trigger Fields

These fields apply to the **outbound_event_email_trigger_added** and **outbound_event_email_trigger_removed** events.

Field	Value	Explanation
event:email:body	string	The body of the email sent to the recipient.
event:email:enabled	**1** or **0**	**1:** The email event is enabled. **0:** The email event is disabled.
event:email:subject	string	The subject of the email sent to the recipient.
event:name	**support_conference_end** **support_conference_customer_exit_survey_completed** **support_conference_rep_exit_survey_completed**	The event to send to the recipient. There will be one event per email, with multiple events resulting in multiple emails to the recipient.
recipient:id	string	The unique identifier of the recipient to which this event will be emailed.
recipient:name	string	The name of the recipient to which this event will be emailed.

Outbound Event HTTP Recipient Fields

These fields apply to the **outbound_event_http_recipient_added**, **outbound_event_http_recipient_changed**, and **outbound_event_http_recipient_removed** events.

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 HTTP Trigger Fields

These fields apply to the **outbound_event_http_trigger_added** and **outbound_event_http_trigger_removed** events.

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

Presentation Client Banner Fields

This field apply to the **pdcust_banner_uploaded** event.

Field	Value	Explanation
size	integer	The size in bytes of the custom banner image.

Permission Fields

These fields apply to both user and group policy 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:api:state	**1** or **0**	**1:** The user is allowed to use the real-time state API. **0:** The user is not allowed to use the real-time state API.
permissions:support_button	**1** or **0**	**1**: The user is allowed to create, modify, and delete Support Button Profiles. **0**: The user is not allowed to create, modify, or delete Support 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 their display name. **0**: The user may not change their display name.
permissions:custom_rep_links	**1** or **0**	**1:** The user may create and edit custom rep links. **0:** The user may not create or edit custom rep links.
permissions:customer_notice	**1** or **0**	**1**: The user may create and edit customer notices. **0**: The user may not create or edit customer notices.
permissions:file_store	**1** or **0**	**1**: The user may add or remove files from the file

Field	Value	Explanation
		store. **0**: The user may not edit the file store.
permissions:issues	**1** or **0**	**1**: The user may create and edit issues. **0**: The user may not create or edit issues.
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_sites:templates	**1** or **0**	**1**: The user may create and edit public site configurations. **0**: The user may not create or edit public sites.
permissions:rep_to_rep_screen_sharing	**1** or **0**	**1:** The user is allowed to show their screen to other representatives outside of a session. **0:** The user is not allowed to show their screen to other representatives.
permissions:rep_to_rep_screen_sharing:control	**1** or **0**	**1:** When showing their screen to another representative, the user is allowed to grant control to the viewing representative. **0:** When showing their screen to another representative, the user is not allowed to grant control to the viewing representative.
permissions:reporting:license_reports	**1** or **0**	**1:** The user is allowed to view license usage reports. **0:** The user is not allowed to view license usage reports.
permissions:reporting:presentation_reports	**none** **user_sessions** **team_sessions** **all_sessions**	Whether the user is disallowed to generate presentation reports or is allowed to generate reports only for presentations in which they were the presenter, for presentations in which one of their teammates was the presenter, or for all presentations.
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.
permissions:reporting:support_reports	**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 they were the primary representative, for sessions in which one of their teammates was the

Field	Value	Explanation
		primary representative or one of their teams was the primary team, or for all sessions.
permissions:show_on_public_site	**1** or **0**	**1**: The user may be listed in the representative list of all applicable public sites. **0**: The user may not be listed in the representative list.
permissions:skills	**1** or **0**	**1**: The user may create and edit skills. **0**: The user may not create or edit skills.
permissions:support	**not_allowed** **full_support**	Whether the user is disallowed to offer support or is allowed to offer full remote support.
permissions:support:accept_team_sessions	**1** or **0**	**1**: The user is allowed to manually accept sessions from their team queues. **0**: The user is not allowed to manually accept sessions from their team queues.
permissions:support:support_button:change_public_sites	**1** or **0**	**1:** The user is allowed to change the public portal through which a Support Button connects. **0:** The user is not allowed to change a Support Button's public portal.
permissions:support:support_button:personal:deploy	**1** or **0**	**1**: The user is allowed to deploy and modify personal Support Buttons. **0**: The user is not allowed to deploy or modify personal Support Buttons.
permissions:support:support_button:team:deploy	**1** or **0**	**1**: The user is allowed to deploy team Support Buttons for teams they are a member of. **0**: The user is not allowed to deploy team Support Buttons.
permissions:support:support_button:team:manage	**1** or **0**	**1**: The user is allowed to modify Support Buttons deployed to teams they are a member of. If they are a team lead/manager they can modify the personal Support Buttons of any team members as well. **0**: The user is not allowed to modify team Support Buttons or personal Support Buttons of team members.
permissions:support:canned_messages	**1** or **0**	**1:** The user can create and edit canned messages. **0:** The user cannot create or edit canned messages.
permissions:support:edit_ios_content	**1** or **0**	**1**:The user is allowed to create, edit, and upload BeyondTrust Apple iOS Profile content. **0**: The user is not allowed to create, edit, or upload BeyondTrust Apple iOS Profile content.
permissions:support:extended_availability_mode	**1** or **0**	**1**: The user is allowed to enable extended

Field	Value	Explanation
		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: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.
permissions:support:ios_content	**1** or **0**	**1**: The user is allowed to generate access keys to offer iOS content to iOS device users. **0**: The user is not allowed to generate access keys to offer iOS content to iOS device users.
permissions:support:jump:clients	**1** or **0**	**1**: The user is allowed to Jump to unattended systems via preinstalled Jump Clients. **0**: The user is not allowed to Jump to unattended systems via pre-installed Jump Clients.
permissions:support:jump:clients:all	**1** or **0**	**1:** The user is allowed to start sessions from all Jump Clients within the system. **0:** The user is not allowed to start sessions from all Jump Clients within the system.
permissions:support:jump:clients:change_public_sites	**1** or **0**	**1:** The user is allowed to change the public portal through which a Jump Client connects. **0:** The user is not allowed to change a Jump Client's public portal.
permissions:support:jump:clients:change_session_policies	**1** or **0**	**1:** The user is allowed to change the session policy associated with a Jump Client. **0:** The user is not allowed to change a Jump Client's session policy.
permissions:support:jump:clients:config	**1** or **0**	**1**: The user is allowed to deploy, remove, and modify Jump Clients for their Jump Groups or team members' personal lists of Jump Items. **0**: The user is not allowed to deploy, remove, or modify Jump Clients for their Jump Groups or team members' personal lists of Jump Items.
permissions:support:jump:clients:config:all	**1** or **0**	**1**: The user is allowed to deploy, remove, and modify Jump Clients for all Jump Groups within the system. **0**: The user is not allowed to deploy, remove, or modify Jump Clients for all Jump Groups within the system.
permissions:support:jump:clients:password:ignore	**1** or **0**	**1**: The user is allowed to modify, remove, and start password-protected Jump Clients without entering

Field	Value	Explanation
		the password. **0**: The user is not allowed to modify, remove, or start password-protected Jump Clients without entering the password.
permissions:support:jump:clients:password:set	**1** or **0**	**1**: The user is allowed to set Jump Client passwords. **0**: The user is not allowed to set Jump Client passwords.
permissions:support:jump:clients:private	**1** or **0**	**1**: The user is allowed to deploy, remove, and modify Jump Clients for her or her personal list of Jump Items. **0**: The user is not allowed to deploy, remove, or modify Jump Clients for their personal list of Jump Items.
permissions:support:jump:local	**1** or **0**	**1**: The user is allowed to Jump to unattended computers on the same network without Jump Clients or a Jumpoint. **0**: The user is not allowed to Jump to computers on the same network without Jump Clients or a Jumpoint.
permissions:support:jump:remote	**1** or **0**	**1:** The user is allowed to Jump to unattended remote computers through a Jumpoint. **0:** The user is not allowed to Jump to unattended remote computers through a Jumpoint.
permissions:support:jumpoint:admin	**1** or **0**	**1**: The user is allowed to create and edit Jumpoints. **0**: The user is not allowed to create or edit Jumpoints.
permissions:support:jumpoint:shell	**1** or **0**	**1**: The user is allowed to use Shell Jump. **0**: The user is not allowed to use Shell Jump.
permissions:support:next_session	**1** or **0**	**1**: The user is allowed to request the longest waiting session from their teams to begin support. **0**: The user is not allowed to request the longest waiting session from their teams.
permissions:support:rdp:local	**1** or **0**	**1:** The user is allowed to use BeyondTrust to start a Remote Desktop Protocol (RDP) session with a computer on the same network. **0:** The user is not allowed to use BeyondTrust for RDP on a local network.
permissions:support:rdp:remote	**1** or **0**	**1:** The user is allowed to use BeyondTrust to start a Remote Desktop Protocol (RDP) session with a computer on a remote network. **0:** The user is not allowed to use BeyondTrust for RDP on a remote network.

Field	Value	Explanation
permissions:support:session_assignment:disable	**1** or **0**	**1**: The user is allowed to opt-out of automatic session assignment. **0**: 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 them.
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 them.
permissions:support:session_keys	**1** or **0**	**1**: The user can create sessions keys for customers to use to start support sessions directly with that user. **0**: The user cannot create session keys.
permissions:support:team_share	**1** or **0**	**1**: The user can share sessions with teams to which they do not belong. **0**: The user cannot share sessions with teams to which they do not belong.
permissions:support:team_transfer	**1** or **0**	**1**: The user can transfer sessions to teams to which they do not belong. **0**: The user cannot transfer sessions to teams to which they do not belong.
permissions:support:vnc:local	**1** or **0**	**1:** The user is allowed to use BeyondTrust to start a VNC session with a computer on a local network. **0:** The user is not allowed to use BeyondTrust for VNC on a local network.
permissions:support:vnc:remote	**1** or **0**	**1:** The user is allowed to use BeyondTrust to start a VNC session with a computer on a remote network. **0:** The user is not allowed to use BeyondTrust for VNC on a remote network.
permissions:support:vpro	**1** or **0**	**1**: The user is allowed to control a computer using Intel® vPro Technology. **0**: The user is not allowed to control a computer using Intel® vPro Technology.
permissions:teams	**1** or **0**	**1**: The user is allowed to create and edit support teams. **0**: The user is not allowed to create or edit support teams.
permissions:users:set_passwords	**1** or **0**	**1:** The user is allowed to reset other users' passwords. **0:** The user is not allowed to reset other users' passwords.

Public Site Address Fields

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

Field	Value	Explanation
address	string	The web address of this public site.
public_site:id	string	The unique identifier of this public site.
public_site:name	string	The name of this public site.

Public Site Customer Banner Fields

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

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	**customer** **representative**	Indicates whether this is a customer or a representative survey question.

Public Site Fields

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

Field	Value	Explanation
default_callback_button_profile:id	string	The unique identifier of the Support Button Profile associated with this public site.
default_callback_button_profile:title	string	The title of the Support Button Profile associated with this public site.
help_issues_menu:[language]	string	The help text to display for the issues menu. If the text is the default, the value will be blank.
help_presentation_list:[language]	string	The help text to display for the presentation list. If the text is the default, the value will be blank.
help_rep_list:[language]	string	The help text to display for the representative list. If the text is the default, the value will be blank.
help_session_keys:[language]	string	The help text to display for the session key submission field. If the text is the default, the value will be blank.
id	string	The unique identifier of this public site.
name	string	The name of this public site.
template:id	string	The unique identifier of the HTML template applied to this public site.
template:name	string	The name of the HTML template applied to this public site.

Public Site Setting Fields

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

Field	Value	Explanation
exit_survey:representative	**1** or **0**	**1**: Enable the representative survey for this public site. **0**: Disable the representative survey for this public site.
public_site:customer_notice:display	**1** or **0**	**1**: Enable display of customer notice for this public site. **0**: Disable display of customer notice for this public site.
public_site:front_end_survey	**disabled** **api** **public_site**	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	**1** or **0**	**1**: Sessions started via front-end survey will begin with web-based chat. **0**: Sessions started via front-end survey will begin with the full customer client download.
public_site:front_end_survey:company_code	**1** or **0**	**1**: Show a company code field on the front-end survey for this public site.

Field	Value	Explanation
		0: Do not show the company code field for this public site.
public_site:front_end_survey:help	**1** or **0**	**1**: Show a help option for the front-end survey on this public site. **0**: Do not show help for the front-end survey on this public site.
public_site:front_end_survey:options	**issues** **reps**	Whether to display a list of issues or a list of representatives on the front-end survey for this public site. An issue list places customers in a team queue; a representative lists places customers in the selected representative's personal queue.
public_site:id	string	The unique identifier of the public site to which this settings is applied.
public_site:name	string	The name of the public site to which this setting is applied.
public_site:presentation_list	**1** or **0**	**1:** The presentation is enabled for use on the public site. **0:** The presentation list is disabled.
public_site:presentation_list:help	**1** or **0**	**1**: Show a help option for the presentation list on this public site. **0**: Do not show help for the presentation list on this public site.
public_site:rep_list	**disabled** **api** **public_site**	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	**1** or **0**	**1**: Sessions started via representative list will begin with web-based chat. **0**: Sessions started via representative list will begin with the full customer client download.
public_site:rep_list:help	**1** or **0**	**1**: Show a help option for the representative list on this public site. **0**: Do not show help for the representative list on this public site.
public_site:session_keys	**disabled** **api** **public_site**	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	**1** or **0**	**1**: Sessions started via session keys will begin with web-based chat. **0**: Sessions started via session keys will begin with the full customer client download.
public_site:session_keys:confirm_prompt	**1** or **0**	**1**: Sessions started via session keys will prompt before downloading the customer client or presentation attendee client. **0**: Sessions started via session keys will not prompt before downloading the customer client or presentation attendee client.
public_site:session_keys:help	**1** or **0**	**1**: Show a help option for session key submission on this public site. **0**: Do not show help for session key submission on this public site.

Field	Value	Explanation
support:abandoned	**1** or **0**	**1**: Display an orphaned session message if no one is available to take a support session initiated from this public site. **0**: 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:timeout	integer	The number of seconds to wait for a response to the customer agreement before defaulting to deny.
support:allow_elevate_at_install	**always** **never** **without_prompting**	Always attempt to elevate the customer client on Windows® platforms, never attempt to elevate, or attempt to elevate only if doing so will not prompt the customer.
support:app_sharing	**1** or **0**	**1**: Allow customers to choose which applications to share at any point of a screen sharing session initiated from this public site. **0**: Do not allow customers to choose which applications to share unless specifically requested by the representative.
support:chat:send_file	**1** or **0**	**1:** Allow the customer to offer files using the chat interface. **0:** Do not allow the customer to offer files using the chat interface.
support:display_customer_notice	**1** or **0**	**1**: Enable display of customer notice for this public site. **0**: Disable display of customer notice for this public site.
support:full_client:agreement	**1** or **0**	**1**: Show a customer agreement message before full client support sessions initiated from this public site. **0**: Do not display a customer agreement before full client support sessions for this public site.
support:greeting	**1** or **0**	**1**: Display a customer greeting message before support sessions initiated from this public site. **0**: Do not display a customer greeting for this public site.
support:initial_interface_mode	**chat** **mini**	Start the customer client in chat mode or in mini mode.
support:invite:email:from_address	string	The email address from which server-side invitation emails are sent.
support:ios:config_page_enabled	**1** or **0**	**1:** The iOS configuration profiles page is enabled. **0:** The iOS configuration profiles page is disabled.
support:jump_client:minimize_ui	**1** or **0**	**1**: Start Jump Client minimized. **0**: Do not start Jump Client minimized.
support:landing_ page:chat:download	**1** or **0**	**1**: Allow customers to view and download chat transcripts at the end of support sessions from this public site. **0**: Do not allow customers to view chat transcripts on this public site.
support:landing_page:custom_url	string	The URL to which to direct the customer at the end of the

Field	Value	Explanation
		session if post-session customer redirect is enabled.
support:landing_page:exit_survey	**0**, **1**, or **2**	**0**: Disable the customer exit survey for this public site. **1**: Enable the BeyondTrust customer exit survey for this public site. **2**: Redirect the customer to the URL specified for this public site.
support:landing_page:recordings:download	**1** or **0**	**1**: Allow customers to view and download session recordings at the end of support sessions from this public site. **0**: Do not allow customers to view recordings on this public site.
support:minimize_ui	**1** or **0**	**1**: Start customer client minimized for attended sessions. **0**: Do not start customer client minimized for attended sessions.
support:on_hold	**1** or **0**	**1**: Display a hold message before support sessions initiated from this public site. **0**: Do not display a hold message for this public site.
support:on_hold:interval	integer	The number of seconds to wait between each time the hold message is sent from this public site.
support:prompt_mode	**links** **pop-ups**	Whether customer client prompts should be shown as links or as pop-ups.
support:prompts:session_recording	**1** or **0**	**1:** Display a prompt to allow or deny session recording before full client support sessions initiated from this public site. **0:** Do not display a prompt to allow or deny session recording.
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:command_shell	**always** **never** **use_site_wide_setting**	Always record Flash videos of command shell sessions, never record command shell sessions, or follow the site-wide setting.
support:recordings:screen_sharing	**always** **never** **use_site_wide_setting**	Always record Flash videos of screen sharing sessions, never record screen sharing sessions, or follow the site-wide setting.
support:rep_presence_indicator	**1** or **0**	**1:** Show an on-screen indicator when a representative is in session with the customer (Windows® only). **0:** Do not show an on-screen indicator.
support:show_hostname_in_window_title	**1** or **0**	**1:** Show the public site hostname in the customer client window title. **0:** Do not show the hostname in the window title.
support:system_info:auto_log	**disable** **enable** **use_site_wide_setting**	For sessions run through this public site, disable automatic logging of session information, enable automatic logging, or use the site-wide setting.
support:termination_behavior	**do_nothing** **logout_user** **lock_computer**	When the support session ends, either nothing happens, the remote user is automatically logged out of the computer, or the remote computer is automatically locked.

Field	Value	Explanation
support:termination_behavior:rep_override	**1** or **0**	**1**: Enable reps to override the administratively set session termination setting from the representative console. **0**: Disable allowing reps to override the administratively set session termination setting from the representative console.
support:termination_behavior:restrict_access	**1** or **0**	**1**: Enable the restriction of your customer's access to their system in the event of a session disruption. **0**: Disable the restriction of your customer's access to their system in the event of a session disruption.
support:wait_time	integer	The maximum estimated wait time to display in the customer greeting or on-hold message.
support:web_client:agreement	**1** or **0**	**1**: Show a customer agreement message before click-to-chat sessions initiated from this public site. **0**: Do not display a customer agreement before click-to-chat sessions for this public site.
support:windows:prompts : secure_attention_sequence_override	**1** or **0**	**1**: When supporting Windows Vista or later, the Secure Attention Sequence injection policy can be attempted to be overridden. **0**: The Secure Attention Sequence injection policy should not be attempted to be overridden.
support:system_info:auto_log	**always** **never** **use_site_wide_setting**	Always log the remote computer's system information at the beginning of session, never log system information, or follow the site-wide setting.

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 or **0** for all teams.
team:name	string	The name of this support team or **All Teams**.

Public Site Template Asset Fields

These fields apply to the **public_site_template_asset_uploaded** and **public_site_template_asset_reverted** events.

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

Rep Console Setting Fields

These fields apply to the **rep_console_setting_added**, **rep_console_setting_changed**, and **rep_console_setting_removed** events.

Field	Value	Explanation
rep_console_setting:alerts:chat_audible:enabled	**1** or **0**	**1:** Play a sound when a chat message is received. **0:** Do not play a sound when a chat message is received.
rep_console_setting:alerts:chat_audible:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:alerts:chat_visual:enabled	**1** or **0**	**1:** Flash the application icon when a chat message is received. **0:** Do not flash the application icon when a chat message is received.
rep_console_setting:alerts:chat_visual:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:alerts:idle_session_audible:enabled	**1** or **0**	**1:** Play a sound when a session is overdue in a team queue. **0:** Do not play a sound when a session is overdue in a team queue.
rep_console_setting:alerts:idle_session_audible:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:alerts:idle_session_visual:enabled	**1** or **0**	**1:** Flash the application icon when a session is overdue in a team queue. **0:** Do not flash the application icon when a session is overdue in a team queue.
rep_console_setting:alerts:idle_session_visual:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:alerts:queue_audible:enabled	**1** or **0**	**1:** Play a sound when a session enters any queue. **0:** Do not play a sound when a session enters any queue.
rep_console_setting:alerts:queue_audible:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:alerts:queue_visual:enabled	**1** or **0**	**1:** Flash the application icon when a session enters any queue. **0:** Do not flash the application icon when a session enters any queue.
rep_console_setting:alerts:queue_visual:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:alerts:session_assignment:enabled	**1** or **0**	**1:** Play a sound when a session is assigned. **0:** Do not play a sound when a session is assigned.
rep_console_setting:alerts:session_assignment:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_	**sound**	Play a sound or a system beep when a session assignment is

Field	Value	Explanation
setting:alerts:session_expiring_sound	**system_beep**	about to expire.
rep_console_setting:alerts:session_expiring_sound:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:alerts:session_prompt:enabled	**1** or **0**	**1:** Prompt when a new session enters the personal queue. **0:** Do not prompt when a new session enters the personal queue.
rep_console_setting:alerts:session_prompt:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:automatic:local_jumps_elevate:enabled	**1** or **0**	**1:** Automatically elevate local network Jump attempts. **0:** Do not automatically elevate local network Jump attempts.
rep_console_setting:automatic:local_jumps_elevate:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:automatic:prompt_to_elevate:enabled	**1** or **0**	**1:** Prompt to elevate if customer's secure desktop is enabled. **0:** Do not prompt to elevate if customer's secure desktop is enabled.
rep_console_setting:automatic:prompt_to_elevate:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:automatic:screen_sharing:enabled	**1** or **0**	**1:** Automatically request screen sharing. **0:** Do not automatically request screen sharing.
rep_console_setting:automatic:screen_sharing:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:automatic:session_window_detach:enabled	**1** or **0**	**1:** Automatically detach new session tabs into separate windows. **0:** Do not automatically detach new session tabs into separate windows.
rep_console_setting:automatic:session_window_detach:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:chat_show_support_session_pop-up_notifications:enabled	**1** or **0**	**1:** Display a pop-up notification when a session chat is received. **0:** Do not display pop-up notifications for session chat.
rep_console_setting:chat_show_support_session_pop-up_notifications:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.

Field	Value	Explanation
rep_console_setting:chat_show_team_pop-up_notifications:enabled	**1** or **0**	**1:** Display a pop-up notification when a team chat is received. **0:** Do not display pop-up notifications for team chat.
rep_console_setting:chat_show_team_pop-up_notifications:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:chat_show_team_status_messages:enabled	**1** or **0**	**1:** Show status messages in team chat windows. **0:** Do not show status messages in team chat windows.
rep_console_setting:chat_show_team_status_messages:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:command_history_length	integer	The number of lines of available command history.
rep_console_setting:command_history_length:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:enable_dockable_widgets:enabled	**1** or **0**	**1:** The session sidebar can be configured. **0:** The session sidebar cannot be configured.
rep_console_setting:enable_dockable_widgets:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:personal_queue_new_session:enabled	**1** or **0**	**1:** Display a pop-up notification when a new session enters the personal queue. **0:** Do not display a pop-up notification when a new session enters the personal queue.
rep_console_setting:pop-up:personal_queue_new_session:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:personal_queue_shared_session:enabled	**1** or **0**	**1:** Display a pop-up notification when a session is shared in the personal queue. **0:** Do not display a pop-up notification when a session is shared in the personal queue.
rep_console_setting:pop-up:personal_queue_shared_session:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:personal_queue_transferred_session:enabled	**1** or **0**	**1:** Display a pop-up notification when a session is transferred to the personal queue. **0:** Do not display a pop-up notification when a session is transferred to the personal queue.
rep_console_setting:pop-up:personal_queue_transferred_session:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:session_duration:enabled	integer	The number of seconds that pop-up notifications should appear.

Field	Value	Explanation
rep_console_setting:pop-up:session_duration:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:session_location	**bottom_left** **bottom_right** **top_left** **top_right**	The location where pop-up notifications should appear.
rep_console_setting:pop-up:session_location:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:team_queue_idle_session:enabled	**1** or **0**	**1:** Display a pop-up notification when a session is overdue in a team queue. **0:** Do not display a pop-up notification when a session is overdue in a team queue.
rep_console_setting:pop-up:team_queue_idle_session:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:team_queue_new_session:enabled	**1** or **0**	**1:** Display a pop-up notification when a new session enters a team queue. **0:** Do not display a pop-up notification when a new session enters a team queue.
rep_console_setting:pop-up:team_queue_new_session:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:team_queue_shared_session:enabled	**1** or **0**	**1:** Display a pop-up notification when a session is shared in a team queue. **0:** Do not display a pop-up notification when a session is shared in a team queue.
rep_console_setting:pop-up:team_queue_shared_session:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:pop-up:team_queue_transferred_session:enabled	**1** or **0**	**1:** Display a pop-up notification when a session is transferred to a team queue. **0:** Do not display a pop-up notfication when a session is transferred to a team queue.
rep_console_setting:pop-up:team_queue_transferred_session:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:quick_start:callback_buttons:enabled	**1** or **0**	**1:** Show a quick start button for Support Buttons. **0:** Do not show a quick start button for Support Buttons.
rep_console_setting:quick_start:callback_buttons:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:quick_start:jump_to:enabled	**1** or **0**	**1:** Show a quick start button for Jump To access. **0:** Do not show a quick start button for Jump To access
rep_console_setting:quick_start:jump_to:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.

Field	Value	Explanation
rep_console_setting:quick_start:presentation:enabled	**1** or **0**	**1:** Show a quick start button for presentations. **0:** Do not show a quick start button for presentations.
rep_console_setting:quick_start:presentation:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:quick_start:rdp:enabled	**1** or **0**	**1:** Show a quick start button for RDP access. **0:** Do not show a quick start button for RDP access.
rep_console_setting:quick_start:rdp:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:quick_start:session_key:enabled	**1** or **0**	**1:** Show a quick start button for session key generation. **0:** Do not show a quick start button for session key generation.
rep_console_setting:quick_start:session_key:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:quick_start:shell_jump:enabled	**1** or **0**	**1:** Show a quick start button for Shell Jump. **0:** Do not show a quick start button for Shell Jump.
rep_console_setting:quick_start:shell_jump:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:quick_start:start_session:enabled	**1** or **0**	**1:** Show a quick start button for session start options. **0:** Do not show a quick start button for session start options.
rep_console_setting:quick_start:start_session:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:quick_start:vpro:enabled	**1** or **0**	**1:** Show a quick start button for vPro access. **0:** Do not show a quick start button for vPro access.
rep_console_setting:quick_start:vpro:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:screen_sharing_fullscreen:enabled	**1** or **0**	**1:** Automatically enter full screen mode when screen sharing starts. **0:** Do not automatically enter full screen mode when screen sharing starts.
rep_console_setting:screen_sharing_fullscreen:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:screen_sharing_quality	**best_performance** **best_quality** **low_bandwidth** **performance_quality** **video_optimized**	Whether screen sharing should start with a default quality of low bandwidth, best performance, performance and quality, best quality, or video optimized.
rep_console_setting:screen_sharing_quality:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:screen_sharing_scaling	**scaled** **actual**	Whether screen sharing starts with the remote screen scaled to fit or at actual size.

Field	Value	Explanation
rep_console_setting:screen_sharing_scaling:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:screen_sharing_sidebar_collapse:enabled	**1** or **0**	**1:** Automatically collapse the sidebar when full screen mode is used. **0:** Do not automatically collapse the sidebar when full screen mode is used.
rep_console_setting:screen_sharing_sidebar_collapse:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:session_assignment_on_login:enabled	**1** or **0**	**1:** Automatic session assignment is disabled on login. **0:** Automatic session assignment is not disabled on login.
rep_console_setting:session_assignment_on_login:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:show_my_screen_minimize:enabled	**1** or **0**	**1:** Automatically minimize the window when showing your screen. **0:** Do not automatically minimize the window when showing your screen.
rep_console_setting:show_my_screen_minimize:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.
rep_console_setting:spell_checking:enabled	**1** or **0**	**1:** Spell checking is turned on. **0:** Spell checking is not turned on.
rep_console_setting:spell_checking:forced	**1** or **0**	**1:** The associated setting is forced. **0:** The associated setting is not forced.

Rep Invite Fields

These fields apply to the **rep_invite_added** and **rep_invite_removed** events.

Field	Value	Explanation
comments	string	The description associated with the session policy used for this rep invite.
name	string	The name of the session policy used for this rep invite.

Rep Invite Setting Fields

These fields apply to the **repinvite_setting_added** and **repinvite_setting_removed** events.

Field	Value	Explanation
permissions:admin	**0**	A rep invite user will never be an administrator.
permissions:show_on_public_site	**0**	A rep invite user will never be listed in the representative list of the public site.
permissions:support:session_policy:attended	string	The name of the session policy used for attended sessions for this rep invite user. This will always be the same as the unattended session policy.
permissions:support:session_policy:unattended	string	The name of the session policy used for unattended sessions for this rep invite user. This will always be the same as the attended session policy.
permissions:support	**full_support**	A rep invite user will always be allowed to offer full remote support.
repinvite:id	string	The unique identifier of the rep invite session policy to which this setting applies.
repinvite:name	string	The name of the rep invite session policy to which this setting applies.

Report Fields

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

Field	Value	Explanation
api	**1** or **0**	**1:** The report query was made via the API. **0:** The report query was not made via the API.
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.

Field	Value	Explanation
group_by	**rep** **team** **site** **OR** **hour** **day** **month**	For Support Summary reports, the category by which to group results. OR For License Usage reports, the time period by which to group results.
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 **members_of_team_id**.
only_completed	**1** or **0**	**1:** The report contains only completed sessions. **0:** The report contains both completed and uncompleted sessions.
primary_rep	**1** or **0**	**1:** The representatives specified by rep_id or members_of_team_id must be the primary representatives in the sessions returned. **0:** The representatives specified by rep_id or members_of_team_id can be any participating representative in the sessions returned.
primary_team	**1** or **0**	**1:** The team specified by **team_id** must be the primary team in the sessions returned. **0:** The team specified by **team_id** can be any team that had the returned sessions transferred to it.
private_ip	string	The private IP address filter used in the query, if specified.
public_ip	string	The public IP address filter used in the query, if specified.
rep_id	string	The representative filter value, if specified. The value is either a unique representative identifier, the string **any**, or the string **none**.
rep_name	string	The display name of the representative specified by **rep_id**, 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_id	string	The unique identifier of the public site by which to filter results.
site_name	string	The name of the public site specified by **site_id**.

Field	Value	Explanation
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 name of the team specified by **team_id**, when applicable.

Reporting Erasure Fields

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

Field	Value	Explanation
request_date	Unix timestamp	The timestamp presented in reports for the anonymization action.
subject	**user** or **customer**	An identifier of what type of person was anonymized, either a representative or a customer.
user_name	string	The original private display name or username of the anonymized user.
user_id	string	The user ID of the anonymized user.
support_sessions_affected	integer	The number of support session affected by the anonymization action.
support_sessions_replace	string	A comma-separated list of replacement terms used.
presentation_sessions_affected	integer	The number of presentation sessions affected by the anonymization action.
presentation_session_replace	string	A comma-separated list of replacement terms used.
team_activity_affected	integer	The number of teams affected by the anonymization action.
team_activity_replace	string	A comma-separated list of replacement terms used.

Security Provider Fields

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

Field	Value	Explanation
enabled	**1** or **0**	**1:** The security provider is enabled. **0:** The security provider is disabled.
id	string	The unique identifier of the security provider to which this setting applies.
name	string	The name of the security provider 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 **1**. Two providers may share the same priority but only if one of these providers is a user provider and the other is a group provider.
provider_type	**local** **cluster** **kerberos** **ldap** **radius** **saml**	The type of service this provider configuration is set to access.
service_type	**users** **groups**	The type of authentication or authorization information this provider supplies.

Security Provider Setting Fields

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

Field	Value	Explanation
cluster:mode	**failover** **random**	The mode in which this cluster is set to operate.
cluster:retry:delay	integer	The number of seconds to wait after a cluster member becomes unavailable before trying that cluster member again.
default_group_policy:id	string	The unique identifier of the default group policy to apply to users who authenticate against this security provider.
default_group_policy:name	string	The name of the default group policy to apply to users who authenticate against this security provider.
kerberos:spns:list	string	The list of SPNs by which this provider is identified if the Kerberos SPN handling mode is set to **list**.
kerberos:spns:mode	**all** **list**	The way SPNs are matched to this provider. **All** handles any SPN recognized by the keytab, while **list** handles only the specified list of SPNs.
kerberos:strip_realm	**1** or **0**	**1**: The REALM portion will be stripped from the User Principal Name when constructing the username and (optionally) the display name. **0**: The REALM portion will not be stripped from the User Principal Name.
kerberos:users:mode	**all** **list** **regex**	The way users are matched to this provider. All handles any valid authentication attempt, list handles only the specified list of users, and regex handles only users who match the specified regular expression.
kerberos:users:regex	string	The Perl-compatible regular expression that user principals must match to be considered part of this provider if the Kerberos user handling mode is set to **regex**.
ldap:agent	**1** or **0**	**1**: A connection agent is being used to enable communication. **0**: The LDAP server and the Secure Remote Access Appliance communicate directly.
ldap:agent:password	****	The readable date and time of the first date to be included in the report.
ldap:binding:anonymous	**1** or **0**	**1**: Anonymous binding is being used. **0**: A bind username and password are required.
ldap:binding:password	****	The password used for binding.
ldap:binding:username	string	The username used for binding.
ldap:cache	**1** or **0**	**1**: LDAP object cache is enabled. **0**: LDAP object cache is disabled.
ldap:cert	**<data>** or blank	Indicates that a certificate has been uploaded or changed. Only the value **<data>** will be displayed.
ldap:display_name	string	The set of LDAP attributes used to populate group display names.

Field	Value	Explanation
ldap:display_query	string	The LDAP query used to determine which users and groups to display when browsing via group policies.
ldap:encryption	**none** **ssl** **starttls**	The type of security encryption to use. None indicates non-encrypted LDAP, ssl indicates LDAPS, and starttls indicates LDAP with TLS.
ldap:groups:objects	string	The LDAP objectClasses that are considered valid groups.
ldap:groups:recursive	**1** or **0**	**1**: Perform recursive group lookup, searching for group members of groups until no results are returned. **0**: Execute only one group lookup query.
ldap:groups:search_base	string	The distinguishedName at which to start searching for groups.
ldap:groups:unique_id	string	The set of LDAP attributes used to uniquely identify groups in the LDAP server.
ldap:groups:user_to_group_relationship	string	The mapping of LDAP attributes used to determine a user’s group memberships.
ldap:host	string	The hostname of the LDAP server.
ldap:port	string	The port through which to connect to the LDAP server.
ldap:private_display_name	string	The set of LDAP attributes used to populate users' private display names.
ldap:public_display_name	string	The set of LDAP attributes used to populate users' public display names.
ldap:user_display_query	string	The LDAP query used to define which results are displayed when adding users to a group policy.
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:user_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.
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:mode	**all** **list**	The way users are matched to this provider. All handles any valid authentication attempt, and list handles only the specified list of users.

Field	Value	Explanation
saml:email	string	The user attribute to use as the email address.
saml:groups:list	delimited string	The list of groups associated with the identity provider. The delimiter is set in the user interface.
saml:groups:lookup	string	The name of the attribute that contains the names of groups to which users should belong.
saml:idp:cert	string	The identity provider's certificate. When you first create a SAML security provider, this value will be **metadata**. Once you have uploaded the identity provider's metadata, the value will appear in the form of **provider_cert.<provider_id>.server_cert.cert**.
saml:idp:entity_id	string	The unique identifier for the identity provider you are using.
saml:idp:login_url	string	The URL where you are automatically redirected to sign into BeyondTrust using SAML.
saml:idp:request_bind	string	Either **urn:oasis:names:tc:SAML:2.0:bindings:HTTP-Redirect** or **urn:oasis:names:tc:SAML:2.0:bindings:HTTP-POST**.
saml:name_id_format	string	Will always be **urn:oasis:names:tc:SAML:2.0:nameid-format:persistent**.
saml:private_display_name	string	The user attribute to use as the private display name.
saml:public_display_name	string	The user attribute to use as the public display name.
saml:sp:entity_id	string	The URL of your public site. This uniquely identifies the service provider.
saml:user_name	string	The user attribute to use as the username.
users:list	string	The list of users allowed to authenticate against this provider to access your BeyondTrust software.
sync_display_name	**1** or **0**	**1**: Every time a user logs in, their display name should be synchronized with the available remove information. **0**: A user’s display name should be synchronized with the available remote information only the first time the user logs in.

Session Policy Fields

These fields apply to the **session_policy_added**, **session_policy_changed**, and **session_policy_removed** events. Session policy events also include the "Support Permissions and Prompting Fields" on page 83.

Field	Value	Explanation
code_name	string	The code name of this session policy.
description	string	The description of this session policy.
id	string	The unique identifier of this session policy.
name	string	The name of this session policy.

Setting Fields

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

Field	Value	Explanation
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.
alerts:daily	**1** or **0**	**1**: Send a daily email notification to verify that communication is working correctly. **0**: No daily communications will be sent.
alerts:email	string	The list of email addresses to which to send email alerts.
api	**1** or **0**	**1**: The API is enabled. **0**: The API is disabled.
api:http	**1** or **0**	**1**: The API is enabled over HTTP. **0**: The API is enabled only over HTTPS.
api:real_time_state	**1** or **0**	**1:** The real-time state API is enabled. **0:** The real-time state API is disabled.
api:reporting_archives	**1** or **0**	**1:** The state archive API is enabled. **0:** The state archive API is disabled.
auto	**1** or **0**	**1**: If the primary appliance goes down, automatic failover will occur. **0**: If the primary appliance goes down, automatic failover will not occur.
backup_enabled	**1** or **0**	**1**: Automatic data synchronization between a primary and a backup Secure Remote Access Appliance is enabled. **0**: 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 Secure Remote Access Appliance.
become_backup	none	Given when the failover role is changed to backup by a user.
become_primary	none	Given when the failover role is changed to primary 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.

Field	Value	Explanation
email:host	string	The SMTP server through which to send emails.
email:password	* * * *	Indicates if the password has changed. The actual string is never supplied.
email:port	integer	The SMTP server port through which to connect.
email:user	string	The username used to authenticate with the SMTP server.
external_key:crm_url	string	The URL configured to use in conjunction with the custom link button in the representative console.
file_store:listing	**1** or **0**	**1**: Show the file store at the /file directory. **0**: Do not allow web access to the file store.
invitations:client_side_email	**1** or **0**	**1:** Client-side emails are enabled for sending support and presentation invitations. **0:** Client-side emails are not enabled.
ips	comma-delimited list	IP addresses shared between the primary appliance and the backup appliance.
license:invited_rep_license_pool_id	string	The unique identifier of the license pool to use for invited representatives.
license:invited_rep_license_pool_type	**invitee** **pool_id**	Whether to use the same license pool as the inviting representative for the invited rep or to use a specified license pool.
licenses:alerts:login_denied	**1** or **0**	**1:** Send an email notification whenever a representative is unable to log into the representative console due to insufficient licenses, insufficient reserved slots, or license pool restrictions. **0:** Do not send login denied alerts.
licenses:chat:warnings:threshold	string	The number or percentage of chat licenses that must be in use for a notification email to be sent.
licenses:full:warnings:threshold	string	The number or percentage of full support licenses that must be in use for a notification email to be sent.
licenses:warnings	**1** or **0**	**1**: Send an email notification if concurrent license usage reaches a certain threshold level. **0**: Do not send license threshold emails.
licenses:warnings:email	string	The list of email addresses to which to send license threshold emails.
licenses:warnings:interval	integer	The number of 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.

Field	Value	Explanation
localization:default_language	string	The default language for the site.
login_restrictions:list	string	A list of IPs which should be allowed or denied access to the **/login** and **/api** interfaces. This may also be combined with representative console login restrictions.
login_restrictions:list_type	**allow_all** **allow_list** **deny_list**	Whether to allow all IP addresses, to allow only specified IP addresses, or to deny specified IP addresses access to the **/login** and **/api** interfaces of the Secure Remote Access Appliance. This may also be combined with representative console login restrictions.
login_restrictions:rep	**always** **first_authentication** **never**	Whether log into the representative console is restricted to allowed networks every time, only the first time, or never.
login_restrictions:web	**always** **none**	Whether access to **/login**, **/api**, and the representative console is restricted or not. This is combined with the other login restriction messages above.
login_restrictions:web:ports:allow	string	A list of ports that are allowed to access the **/login** interface.
login_restrictions:web:ports:deny	string	A list of ports that are not allowed to access the **/login** interface.
networks:list	string	A list of IP addresses which should be allowed or denied.
networks:type	**allow_all** **allow_list** **deny_list**	Whether to allow all IP addresses, to allow only specified IP addresses, or to deny specified IP addresses access to the /appliance administrative interface of the Secure Remote Access Appliance.
outbound_event:email_retry_duration	integer	The number of seconds between each email retry attempt.
p2p	**1** or **0**	**1:** Peer-to-peer connections are enabled. **0:** Peer-to-peer connections are disabled.
p2p_stunserver_address	**stun.bomgar.com** **undefined**	If the BeyondTrust hosted peer-to-peer server is used, the value is **stun.bomgar.com**. If the appliance is used, the value is **undefined**.
p2p_ui_state	**0**, **1**, or **2**	**0:** Peer-to-peer is disabled. **1:** The BeyondTrust hosted peer-to-peer server is being used. **2:** The appliance is being used as the peer-to-peer server.
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.

Field	Value	Explanation
ports:management:denied	comma-delimited list	A list of ports that are not allowed to access the /appliance interface.
ports:management:http	integer	The port to use when generating a URL that should be viewed over HTTP.
ports:management:https	integer	The port to use when generating a URL that should be viewed over HTTPS.
pre_login_agreement:enabled	**1** or **0**	**1:** The /login prerequisite login agreement has been enabled. **0:** The /login prerequisite login agreement has been disabled.
presentation:show_hostname_in_window_title	**1** or **0**	**1:** Show the public site hostname in the presentation attendee window title. **0:** Do not show the hostname in the window title.
presentations:abandoned	**1** or **0**	**1**: Display an orphaned presentation message if no one is available to give the presentation. **0**: Do not display an orphaned presentation message if the presenter is unavailable.
presentations:agreement	**1** or **0**	**1**: Display an attendee agreement message before presentations. **0**: Do not display an attendee agreement.
presentations:greeting	**1** or **0**	**1**: Display an attendee greeting before presentations. **0**: Do not display an attendee greeting.
presentations:max_absent_time	integer	The maximum number of seconds a presentation can remain open without a presenter, whether the presenter never joined the presentation or joined and then left the presentation.
presentations:recordings:screen_sharing	**1** or **0**	**1**: Record a video of presentations. **0**: Do not record presentations.
presentations:recordings:screen_sharing:resolution	**320x240** **640x480** **800x600** **1024x768** **1280x1024**	The resolution to which to convert presentation recordings when viewing or downloading.
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**	**1**: Redirect all visitors to HTTPS. **0**: Allow both HTTP and HTTPS traffic.
relationship_broken	array of semicolon separated values	Generated when failover relationship is broken. Values:

Field	Value	Explanation
		- this:hostname=hostname where entry is made - this:port=port used by current host - peer:hostname=hostname of peer in failover relationship - peer:port=port of peer in failover_relationship
relationship_established	array of semicolon separated values	Generated when failover is established. Values: - this:hostname=hostname where entry is made - this:port=port used by current host - peer:hostname=hostname of peer in failover relationship - peer:port=port of peer in failover_relationship
rep:custom_link	string	The URL that will appear as a button in the representative console during a support session.
rep:dashboard:monitor	**disabled** **enabled:only_rep_console** **enabled:entire_screen**	Whether team managers and leads are disallowed to monitor team members, are allowed to view team members' representative consoles only, or are allowed to view team members' entire desktops.
rep:dashboard:monitor_indicator	**1** or **0**	**1:** A monitoring indicator will appear on the representative's screen when a team lead or team manager is monitoring the representative. **0:** No indicator will appear to the representative when a team lead or team manager is monitoring the representative.
rep:dashboard:transfer	**1** or **0**	**1**: Allow team managers and team leads to take over and transfer team members’ sessions. **0**: Do not allow transferring of team members’ sessions.
rep:email_controls	**1** or **0**	**1**: Allow representatives to send email invitations from the representative console. **0**: Do not allow representatives to send email invitations from the representative console.
rep:mobile	**1** or **0**	**1:** Mobile representative consoles are allowed to connect. **0:** Mobile representative consoles are not allowed to connect.
rep:private_queue_exit_check	**1** or **0**	**1:** A representative cannot log out or quit the representative console until their personal queue is empty. **0:** A representative can log out or quit the representative console with sessions still in their personal queue.
rep:routing:alert:session_info	**1** or **0**	**1:** Show session information on the session assignment alert dialog.

Field	Value	Explanation
		0: Do not show session information on the session assignment alert.
rep:saved_logins	**1** or **0**	**1**: Allow representatives to have the representative console remember their credentials. **0**: Do not allow the representative console to remember representatives' credentials.
rep_console_settings_applied	integer	An incrementing number indicating when managed representative console settings have been applied to all representatives.
reporting:history_limit	integer	The number of days to keep logging information, expressed as seconds.
service.syslog.remote.format	**syslog** **bsd** **bsd_no_ts** **tls**	**syslog:** The syslog data format is RFC 5424 compliant. **bsd:** The syslog data format is legacy BSD format. **bsd_no_ts:** The syslog data format is legacy BSD format without timestamp. **tls:** The syslog data format is Syslog over TLS (RFC 5425).
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.
sms:gateway_url	string	A URL from your ISP or third-party gateway provider giving representatives the option to send session keys via SMS text messages.
ssl:certificate_verify	**1** or **0**	**1**: Validate the SSL certificate chain for security. **0**: Do not validate the SSL certificate chain.
support:clipboard_sync_mode	**disabled** **manual:rep_to_cust** **manual:both_directions** **auto:both_directions**	**disabled**: The representative cannot synchronize the clipboards with the customer's clipboard during a support session. **manual:rep_to_cust**: The representative can send the clipboard manually to the customer's clipboard during a support session. **manual:both_directions**: 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 manually. **auto:both_directions**: The clipboard is sent automatically from the representative to the customer, and from the customer to the representative.
support:fallback:jump_clients	**1** or **0**	If a representative drops a Jump session and no other representatives are in the session: **1**: Attempt to transfer the session to the queue from which it was last transferred, then to the queue in which it originally arrived, and then a backup queue; only then terminate the

Field	Value	Explanation
		session .**0**: Terminate the session immediately.
support:fallback:normal	**1** or **0**	If a representative drops a normal session and no other representatives are in the session: **1**: Attempt to transfer the session to the queue from which it was last transferred, then to the queue in which it originally arrived, and then a backup queue; only then terminate the session. **0**: 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:invitations:server_side_email	**1** or **0**	**1:** Client-side emails are enabled for sending support and presentation invitations. **0:** Client-side emails are not enabled.
support:jump:minimize_ui	**1** or **0**	**1:** The customer client starts minimized for attended sessions. **0:** The customer client does not start minimized for attended sessions.
support:jump_client:active_interval	integer	The number of seconds to wait between each Jump Client statistics update.
support:jump_client:allow_wake_on_lan	**1** or **0**	**1:** Representatives can attempt to wake up a Jump Client. **0:** Representatives cannot attempt to wake up Jump Clients.
support:jump_client:concurrent_upgrades	integer	The maximum number of Jump Clients whose statistics can be updated simultaneously.
support:jump_client:connection_type	**active** **passive**	The default client connection type for Jump Clients deployed in a session: **active** or **passive.**
support:jump_client:listening_port	integer	The default port that passive Jump Clients use to listen for requests to start a session on the customer systems.
support:jump_client:removal_behavior	**uninstalled** **removed**	Whether a locally deleted Jump Client is marked as uninstalled in the representative console or is removed from the list.
support:jump_client:restrict_uninstall	**1** or **0**	**1**: An installed Jump Client can be uninstalled only by an administrator on the remote computer. **0**: An installed Jump Client can be uninstalled by any user from the Jump Client context menu.
support:jump_client:simultaneous_rep_access	**1** or **0**	**1**: Multiple representatives can access the same Jump Client simultaneously without having to be invited into an existing session. **0**: Multiple representatives cannot access the same Jump Client simultaneously unless invited by another representative into an existing session.

Field	Value	Explanation
support:jump_client:stats	comma-delimited list	The statistics to collect from each Jump Client. Currently recognized statistics include **pss_os** (operating system), **pss_ut** (uptime), **pss_cpu** (central processing unit usage), **pss_cu** (console user), **pss_fd** (disk usage), and **pss_tn** (screen thumbnail image).
support:jump_client:stats:active_interval	integer	The number of seconds to wait between active Jump Client statistics updates.
support:jumpoint:browse	**1** or **0**	**1:** A representative can browse the remote network through a Jumpoint to find the computer they need to access. **0:** A representative must enter an IP address or hostname to Jump to a remote computer through a Jumpoint.
support:reboot:cache_credentials	**1** or **0**	**1**: Representatives are allowed to reboot the remote system using credentials cached by the customer. **0**: Representatives are not allowed to reboot the remote system using cached credentials.
support:recordings:command_shell	**1** or **0**	**1**: Record a video of command shells. **0**: Do not record command shells.
support:recordings:command_shell:resolution	**320x240** **640x480** **800x600** **1024x768** **1280x1024**	The resolution selected to convert command shell recordings when viewing or downloading them.
support:recordings:screen_sharing	**1** or **0**	**1**: Record a video of screen sharing during support sessions. **0**: Do not record support sessions.
support:recordings:screen_sharing:resolution	**320x240** **640x480** **800x600** **1024x768** **1280x1024**	The resolution to which to convert support session recordings when viewing or downloading.
support:recordings:show_my_screen	**1** or **0**	**1:** Record a video of Show My Screen sessions. **0:** Do not record Show My Screen sessions.
support:recordings:show_my_screen:resolution	**320x240** **640x480** **800x600** **1024x768** **1280x1024**	The resolution to which to convert Show My Screen recordings when viewing or downloading.
support:screen_sharing:customer_client_control	**1** or **0**	**1**:Enable the restriction of customer client control by the rep while screen sharing. **0**: Disable the restriction of customer client control by the rep while screen sharing.
support:screen_sharing:detect_	**1** or **0**	**1**: Allow BeyondTrust client to temporarily disable hardware

Field	Value	Explanation
faulty_video_driver		acceleration during Windows screen sharing if a faulty video driver is detected. **0**: Do not allow BeyondTrust client to disable hardware acceleration or detect faulty video driver.
support:screen_sharing:multi-display_thumbnail	**1** or **0**	**1:** Enable thumbnail images for multiple remote displays. **0:** Disable thumbnail images for multiple remote displays.
support:screen_sharing:remote_screenshot	**1** or **0**	**1:** From the representative console, representatives are allowed to take a screenshot of the remote screen. **0:** Representatives are not allowed to take a screenshot of the remote screen.
support:special_actions:builtins	**1** or **0**	**1**: Show the built-in special actions in support sessions. **0**: Hide the built-in special actions in support sessions.
support:streamlined_session_start	**1** or **0**	**1:** Streamlined session start is enabled. **0:** Streamlined session start is disabled.
support:system_info:auto_log	**1** or **0**	**1**: Automatically log the remote computer's system information at the beginning of a session. **0**: Do not log system information.
support:system_info:auto_log:mobile	**Standard** **Full**	**Standard:** Provide standard logging for mobile platforms. **Full:** Provide extended logging for mobile platforms. This option is the **Extended** dropdown option in the user interface.
sync_interval	**minute** **hour** **day** **week**	**minute**=Every x minutes **hour**=Every x hours **day**=Every day at x time **week**=Once a week at x day and y time.
sync_interval:days	integer from **1** to **7**	If sync_interval = **week**, it denotes the day of the week on which the auto data sync will occur. 1 = Sunday, 7 = Saturday.
sync_interval:hours	integer from **1** to **24**	If sync_interval = **week** or **day**, then this value tells the hour of the day that the data sync will run. If sync_interval = **hour**, then it tells how many hours will be between every data sync (Every x hours).
sync_interval:minutes	integer from **1** to **60**	If sync_interval = **week** or **day**, then this value tells the minute of the hour that the data sync will run. If sync_interval = **minute**, 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.
system.auth.local.failed-login-lockout-duration	integer	The number of minutes an /appliance account is locked out after the maximum number of failed logins is exceeded. If **0**, the account is locked out until an administrator unlocks the account.

Field	Value	Explanation
system.auth.local.failed-login-lockout-threshold	integer	The number of failed login attempts after which the /appliance user will be locked out of their account. If **0**, the user will never be locked out.
system.auth.local.password-expire-duration	integer	The number of days after which an /appliance user's password expires. If **0**, the password never expires.
system.auth.local.password-history-count	integer	The number of prior passwords that an /appliance user cannot use when changing their password. If **0**, there is no restriction.
system.pre-login-agreement.enabled	**1** or blank	**1:** The /appliance prerequisite login agreement has been enabled.
system.pre-login-agreement.text	string	The text of the login agreement that user must accept before accessing the /appliance administrative interface.
system.pre-login-agreement.title	string	The title of the login agreement that user must accept before accessing the /appliance administrative interface.
timezone	string	The time zone in which this Secure Remote Access 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	**1** or **0**	**1**: Require complex passwords. **0**: 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	**1** or **0**	**1**: Users can reset forgotten passwords by correctly answering a security question. **0**: Users cannot reset forgotten passwords.
users:terminate_if_user_logged_in	**1** or **0**	If a representative attempts to log into the representative console using an account that is already in use in another representative console: **1**: Terminate the existing connection so that the new user can log in. **0**: Maintain the existing connection and do not allow the new user to log in.

Skill Fields

These fields apply to the **skill_added**, **skill_changed**, and **skill_removed** events.

Field	Value	Explanation
code_name	string	The code name of this skill.
display_name	string	The display name of this skill.
id	string	The unique identifier of this skill.
parent_id	string	The unique identifier of this skill's parent skill.
priority	string	The priority ranking of this skill.

SNMP Fields

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

Field	Value	Explanation
snmp_v2_ enabled	**1** or **0**	**1**: The appliance has SNMP_v2 Server enabled. **0**: The appliance has SNMP_v2 Server disabled.
snmp_v2_syslocation	string	The location of this Secure Remote Access 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 Issue Fields

These fields apply to the **support_issue_added**, **support_issue_changed**, and **support_issue_removed** events.

Field	Value	Explanation
code_name	string	The code name of this issue.
id	string	The unique identifier of this issue.
issue_desc	string	The description of the issue as displayed to the customer on the front-end survey.
priority	string	The priority of this issue.
shareable	**1** or **0**	**1**: Representatives are allowed to request help for this support issue. **0**: Representatives are not allowed to request help for this support issue.
team:id	string	The unique identifier of the team to which this issue is assigned.
team:name	string	The name of the team to which this issue is assigned.

Support Issue Skill Fields

These fields apply to the **support_issue_skill_added** and **support_issue_skill_removed** events.

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

Support Permissions and Prompting Fields

These fields apply to session policy and custom session policy events.

Field	Value	Explanation
support:permissions:allow_pinned_clients	**yes** **no**	Whether this session policy may be applied to Jump Clients or not.
support:permissions:allow_rep_invite	**yes** **no**	Whether this session policy may be applied to rep invites or not.
support:permissions:allow_users	**yes** **no**	Whether this session policy may be applied to users or not.
support:permissions:canned_scripts	**allow** **deny** **not_defined**	Whether this policy's permission to run canned scripts is allowed, denied, or not defined.
support:permissions:chat	**allow** **deny** **not_defined**	Whether this policy's chat permissions is allowed, denied, or not defined.
support:permissions:chat:push_url	**allow** **deny** **not_defined**	Whether this policy's permission to push URLs to the customer's web browser is allowed, denied, or not defined.
support:permissions:chat:send_file	**allow** **deny** **not_defined**	Whether this policy's permission to send files through the chat interface is allowed, denied, or not defined.
support:permissions:command_shell	**allow** **deny** **not_defined**	Whether this policy's permission to use the command shell is allowed, denied, or not defined.
support:permissions:deploy_callback_button	**allow** **deny** **not_defined**	Whether this policy's permission to deploy Support Buttons is allowed, denied, or not defined.
support:permissions:elevation	**allow** **deny** **not_defined**	Whether this policy's permission to elevate the customer client is allowed, denied, or not defined.
support:permissions:file_transfers:cust	**any_path** list of paths **not_defined**	Whether the user is allowed to access any path on the remote computer's file system for the purpose of file transfer, only specified paths, or not defined.
support:permissions:file_transfers:download	**allow** **deny** **not_defined**	Whether this policy's permission to download files using file transfer is allowed, denied, or not defined.
support:permissions:file_transfers:rep	**any_path** list of paths **not_defined**	Whether the user is allowed to access any path on their local file system for the purpose of file transfer, only specified paths, or not defined.

Field	Value	Explanation
support:permissions:file_transfers:upload	**allow** **deny** **not_defined**	Whether this policy's permission to upload files using file transfer is allowed, denied, or not defined.
support:permissions:registry_access	**allow** **deny** **not_defined**	Whether this policy's permission to access the remote registry editor is allowed, denied, or not defined.
support:permissions:request_pin_unpin	**allow** **deny** **not_defined**	Whether this policy's permission to pin and unpin Jump Clients is allowed, denied, or not defined.
support:permissions:screen_sharing	**view_and_control** **view_only** **not_allowed** **not_defined**	Whether this policy's permission to screen share allows view and control, allows view only, is denied, or is not defined.
support:permissions:screen_sharing:annotations	**allow** **deny** **not_defined**	Whether this policy's permission to use annotations is allowed, denied, or not defined.
support:permissions:screen_sharing:application_sharing	**always** **optional** **never** **not_defined**	Whether this policy's application sharing prompt behavior is set to always prompt, choose to prompt, never prompt, or not defined.
support:permissions:screen_sharing:cobrowse	**allow** **deny** **not_defined**	Whether this policy's browser sharing permission is set to allowed, denied, or not defined.
support:permissions:screen_sharing:privacy_mode	**input_only** **privacy_screen,input** **none** **not_defined**	Whether this policy's allowed customer restrictions are set to mouse and keyboard only; display, mouse, and keyboard; none; or not defined.
support:permissions:screen_sharing:show_screen	**allow** **deny** **not_defined**	Whether this policy's show my screen permission is set to allowed, denied, or not defined.
support:permissions:system_info	**allow** **deny** **not_defined**	Whether this policy's system information permission is set to allowed, denied, or not defined.
support:permissions:system_info:actions	**allow** **deny** **not_defined**	Whether this policy's system information actions permission is set to allowed, denied, or not defined.
support:prompting:command_shell	**always** **never** **not_defined**	When starting command shell, whether this policy always prompts, never prompts, or is not defined.
support:prompting:default	**allow** **deny** **not_defined**	When prompting for a permission, the default response if no response is given is allow, deny, or not defined.

Field	Value	Explanation
support:prompting:deploy_callback_button	**always** **never** **not_defined**	When deploying a Support Button, whether this policy always prompts, never prompts, or is not defined.
support:prompting:elevate	**always** **never** **not_defined**	When elevating the customer client, whether this policy always prompts, never prompts, or is not defined.
support:prompting:file_transfer	**always** **never** **not_defined**	When starting file transfer, whether this policy always prompts, never prompts, or is not defined.
support:prompting:registry	**always** **never** **not_defined**	When starting the remote registry editor, whether this policy always prompts, never prompts, or is not defined.
support:prompting:request_pin_unpin	**always** **never** **not_defined**	When pinning or unpinning a Jump Client, whether this policy always prompts, never prompts, or is not defined.
support:prompting:screen_sharing	**always** **never** **not_defined**	When starting screen sharing, whether this policy always prompts, never prompts, or is not defined.
support:prompting:screen_sharing:cobrowse	**always** **never** **not_defined**	When starting browser sharing, whether this policy always prompts, never prompts, or is not defined.
support:prompting:screen_sharing:full_access	**always** **never** **not_defined**	When starting screen sharing, whether this policy prompts once for full access to all permissions in this session, never prompts once, or is not defined.
support:prompting:system_info	**always** **never** **not_defined**	When starting system information, whether this policy always prompts, never prompts, or is not defined.
support:prompting:timeout	integer **not_defined**	The number of seconds to wait for a response to a prompt before performing the default action of allow or deny, or not defined.

Support Team Fields

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

Field	Value	Explanation
code_name	string	The code name of this support team.
comments	string	Any comments associated with this support team.
id	string	The unique identifier of the support team.
is_persistent	**1** or **0**	**1:** This queue is persistent; sessions will stay in this team's queue even if no team members are logged in. **0:** This queue is not persistent.
name	string	The name of the support team.
routing:alert:timeout	integer	The number of seconds to wait for a representative to accept an assigned session before reassigning it to the next available representative.
routing:algorithm	**none** **least_busy** **skills+least_busy**	The method to use for automatic session assignment.
routing:overdue:action	**none** **mark** **transfer**	The action to take if a session remains in this queue for longer than the designated time.
routing:overdue:destination	string	The name of the team to which to transfer an overdue session in this queue.
routing:overdue:timeout	integer	The number of seconds to wait for a session in this queue to be accepted before it is marked as overdue or transferred to an overflow queue.

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 Jump Access Fields

These fields apply to the **support_team_jump_access_added** and **support_team_jump_access_removed** events.

Field	Value	Explanation
team:id	string	The unique identifier of the team to whose Jump Clients access is being granted.
team:name	string	The name of the team to whose Jump Clients access is being granted.
team_with_access:id	string	The unique identifier of the team which is being granted access to these Jump Clients.
team_with_access:name	string	The name of the team which is being granted access to these Jump Clients.

Support Team Member Fields

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

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

Syslog Server Fields

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

Field	Value	Explanation
message_format	**RFC 5424 compliant** **Legacy BSD format** **Legacy BSD format without timestamp** **Syslog over TLS (RFC 5425)**	The data format for syslog event notification messages.
syslog_servers	comma-delimited list	A list of IP addresses that receive syslog messages from this appliance.

/login User Fields

These fields apply to the **embassy_user_added**, **embassy_user_changed**, **embassy_user_removed**, **user_added, user_changed**, and **user_removed** events. User events also include the "Permission Fields" on page 45. These fields apply to users added to the /login interface.

Field	Value	Explanation
account:created	Unix timestamp	The date and time this user account was created.
account:disabled	**1** or **0**	**1**: This local user account is disabled. **0**: This local user account is active.
account:email:address	string	The email address set for notifications.
account:email:locale	string	Values are the language abbreviations (e.g. en-us for English) used with emails.
account:expiration	Unix timestamp or **never**	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_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 **site_wide_setting**	The maximum number of seconds this representative can be idle within the representative console before being logged out. The **site_wide_setting** option defaults to the timeout set on the **Management > Security** page. If no timeout, uses **none**.
license_pool:id	string	The unique identifier of the license pool to which this user belongs.
license_pool:name	string	The name of the license pool to which this user belongs.
login_code:enabled	**1** or **0**	**1:** The user must enter an emailed login code to log in. **0:** The user may log in without an emailed login code.
login_schedule:enabled	**1** or **0**	**1**: The user is disallowed to log into the representative console outside of the set schedule. **0**: The user may log into the representative console at any time.
login_schedule:force_logout	**1** or **0**	**1**: The user is automatically logged out of the representative console at the end of the scheduled time. **0**: The user is not forced to log out of the representative console at the end of the scheduled time.
login_schedule:timezone	string	The timezone for which the representative login schedule is set.

Field	Value	Explanation
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	**1** or **0**	**1**: The local user must create a new password upon next login. **0**: The password need not be changed.
password:will_expire	**1** or **0**	**1**: The local user's password is set to expire on a certain date. **0**: The local user's password has no expiration set.
private_display_name	string	The private display name of this user.
provider:id	string	The unique identifier of the security provider against which this user last authenticated, or **1** for a local user.
provider:name	string	The name of the security provider against which this user last authenticated.
public_display_name	string	The public display name of this user.
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 their password.
username	string	The username the user last used to authenticate to BeyondTrust. Not necessarily unique.

/appliance User Fields

These fields apply to the **user_added**, **user_changed**, and **user_removed** events. These fields apply to users added to the /appliance interface.

Field	Value	Explanation
displayname	string	The display name of this user.
failed_login_attempts	integer	The number of consecutive failed attempts to log into this account.
lockout_release	date or **0**	The readable date and time that an administrator reset the number of failed login attempts back to zero. **0** indicates that the number of failed login attempts has not just been reset.
password	* * * *	Indicates if the user's password has been changed.
password_changed_date	date	The readable date and time that the password was last changed.
password_force_reset	**1** or **0**	**1:** The user must create a new password upon next login. **0:** The password need not be changed.
username	string	The username the user last used to authenticate to the BeyondTrust /appliance interface. Not necessarily unique.

User Account Report Generated Fields

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

Field	Value	Explanation
report_type	**all** **local** **security_provider**	Whether the downloaded report was for all users, only local users, or only a security provider.

User Session Policy Fields

These fields apply to the **user_session_policy_added** and **user_session_policy_removed** events.

Field	Value	Explanation
session_policy:name	string	The name of the session policy associated with this user.
session_policy:purpose	**attended** **unattended**	Whether this session policy is applied to attended sessions or unattended sessions.
user:id	string	The unique identifier of the user with whom the session policy is associated.
user:username	string	The username of the user with whom the session policy is associated.

User Skill Fields

These fields apply to the **user_skill_added** and **user_skill_removed** events.

Field	Value	Explanation
skill:id	string	The unique identifier of this skill.
skill:name	string	The name of this skill.
user:id	string	The unique identifier of the user to whom this skill is assigned.
user:username	string	The username of the user to whom this skill is assigned.