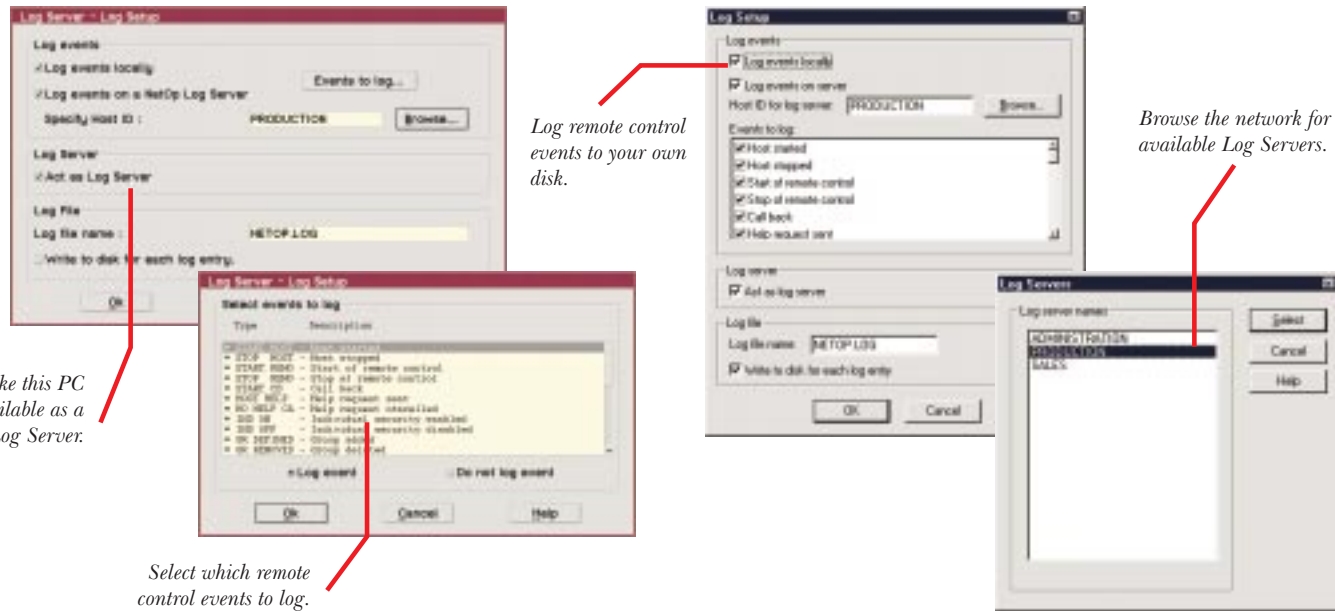


NetOp® Log Server

Remote control audit trails



Technology that helps

NetOp - Unique two tier logging

A standard remote control security feature is the ability for a PC to log information specific to itself, such as who controlled this PC and when. To address this need each NetOp module can log locally. In addition, NetOp offers a centralised approach, where each NetOp module can log information to a NetOp Log Server.

Corporate control through centralised logging

A major advantage of a central log is to gather auditing information on a secured PC. Furthermore, with a central NetOp Log Server, the logged information can easily be maintained and investigated. There is no longer a need to visit a large number of PCs to collect audit trails. Central logging helps you monitor that your security policies are being adhered to.

Private control through decentralised logging

NetOp modules can log locally. This type of logging is ideal for smaller installations like stand alone PCs that are being accessed via modem. Local logging is also useful when you want to maintain a private audit trail of who you have remote controlled

and who has remote controlled you. Furthermore, by logging locally in addition to centrally you can have audit trails made even in case of network errors.

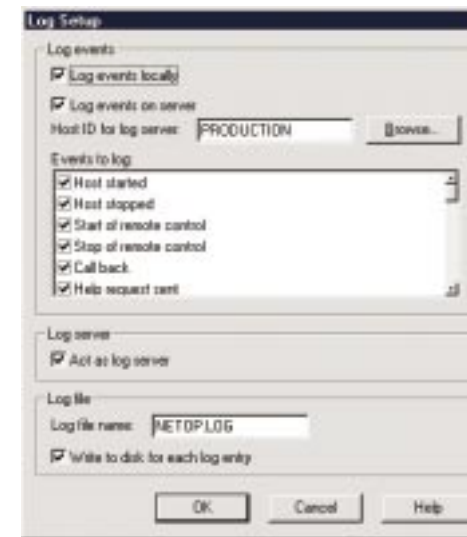
Flexible data collection

Collect data about remote control activity and feed it to other system such as help desks or billing systems. For example, you can track the number of support calls, time used or events from NetOp's Request Help feature.

Advanced cross-platform technology ...

The NetOp Log Server is a special NetOp Host module, that can act as a Log Server. It receives information from other NetOp modules and logs it to disk. Because the NetOp Log Server communicates directly via the network protocol, logging can also take place when PCs are not connected to a file server. There can be multiple Log Servers in a network making it possible to have separate audit trails for different departments. The NetOp Log Server runs on any Windows or OS/2 PC, permitting you to log centrally irrespective of your choice of operating system.

EVENTS TO LOG



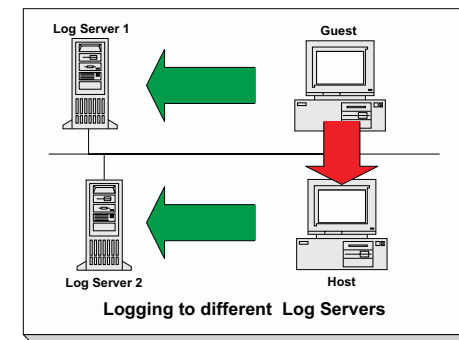
The Log Server is an ordinary host with the ability to receive information about remote control events from other PCs in the network.

LOG FILES



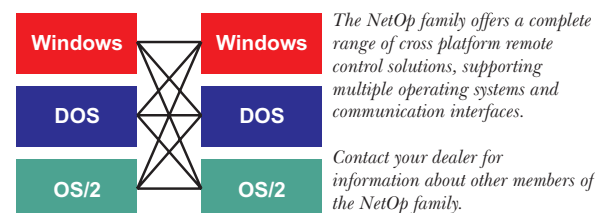
The log file is a text file with comma separated values, making it easy to import into your own database.

MULTIPLE SERVERS



Each guest and host has the option to send events to a Log Server. The administrator can use multiple Log Servers for security reasons or to minimise network traffic to a single PC.

THE NETOP FAMILY



TECHNICAL SPECIFICATIONS

Program	NetOp Log Server
Program type	Remote control audit trail
Requirements Windows ver.	PC: IBM PC/PS with an 80386 processor or higher or 100% compatible • Video: Any graphics adapter supported by Windows • Disk space: 1 MB • Windows: Windows or Windows for Workgroups 3.1x, Windows 95, Windows NT 3.1 or later (Intel platform) or compatible, must be running enhanced mode and support VxDs • IPX: Netware Windows Client or compatible • NetBIOS: IBM or compatible • TCP/IP: WinSock 1.1 compliant.
Requirements OS/2 ver.	Computer: IBM PS/PC or compatible • Video: Any graphics adapter supported by OS/2 • Disk space 1 MB • OS/2: Version 1.3 or higher (incl. Warp) • IPX: Novell's Netware requester for OS/2 or compatible • NetBIOS: IBM or compatible • TCP/IP: IBM's TCP/2 and FTP's PC/TCP for OS/2 or compatible.
Communication	Logging via IPX, NetBIOS or TCP/IP.
Logging	Guests and Hosts are allowed to log to a local disk and/or to a Log Server in the network. There are no limits to the number of Log Servers in the network and each Guest and Host can log events to one Log Server.
Log events - Host	Selectable events: Host started, Host stopped, Start of remote control, Stop of remote control, Call back, Help request sent, Help request cancelled, Individual security enabled, Individual security disabled, Security group added, Security group deleted, Security group changed, Guest group added, Guest group deleted, Guest group changed, Password enabled, Password disabled, Password changed, Call back enabled, Call back disabled, Call back changed, Confirm access enabled, Confirm access disabled, File received, File sent, Host booted, Connection lost, Password rejected, Confirm access denied.
Log events - Guest	Selectable events: Call host, Hangup host, Help provider start, Help provider stop, Help provider name defined, Help provider name deleted, Help request received, Help request cancelled, File received, File sent, Host booted, Connection lost, Password rejected, Confirm access denied.
File caching	The events sent to a Log Server from various Guests and Hosts can be written to disk for each event. Otherwise the operating system will handle the file caching.
Log format	The log files are ASCII text files with comma separated values (CSV) containing information about date and time, ID, error codes, event name and text corresponding to this event.
Related NetOp products	NetOp Log Server is compatible with NetOp for OS/2 and NetOp for Windows version 5.3 or later. NetOp for Windows and NetOp for OS/2 Guests can remote control NetOp for DOS (network) Hosts 4.3x (via IPX and NetBIOS) and log some of the events. NetOp Log Server is compatible with the NetOp Access Server modules.
Packages	NetOp Log Server is available in a Windows version and an OS/2 version.

Your dealer:

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