

Dell™ Change Auditor for Lync 6.7

User Guide



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Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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Overview

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- [System requirements](#)

Introduction

Many enterprises are using Microsoft® Lync® Server as a standard IM and meeting client; therefore, monitoring and managing changes in Lync has become critical. Dell™ Change Auditor for Lync allows you to audit configuration and security setting changes in Microsoft Lync Server 2010 and 2013, providing real-time change notifications for items sourced in Active Directory.

Specifically, Change Auditor for Lync:

- Enables enterprise-wide visibility into key communication resources for instant messaging, voice and video. This allows you to see how Lync is configured and enforced so you can take a proactive management approach. By doing so, you can:
 - Better enforce communication policies
 - Eliminate mistakes or violations
 - Reduce downtime
 - Strengthen compliance and security
- Capture critical changes to Lync's architecture, administration, and key user properties to ensure it is always available, and you can detect who is making changes to your communication and collaboration tools. Detailed information is provided on who, what, when, where and from which workstation for change events, plus original and current values for all changes.
- Alerts, audits, and reports on critical changes made by administrators in real time (including adding, deleting or modifying user accounts, back end configurations and security settings).
- Notifies organizations of changes to important items or patterns of changes.
- Reduces the risk of downtime and misconfiguration with reports that enable you to address system communication concerns.
- Enables continuous compliance and security auditing across your Microsoft enterprise.

This guide describes the installation and deployment requirements for Change Auditor for Lync as well as the available searches.

- For information on the core functionality available in Change Auditor, see *The Dell™ Change Auditor User Guide* and the *Dell™ Change Auditor Installation Guide*.
- For event details, see the *Change Auditor for Lync Event Reference Guide*.

System requirements

For a successful deployment of Change Auditor for Lync, ensure that your environment meets the minimum system requirements.

Change Auditor license requirement:

- Change Auditor for Lync

Microsoft® Lync® supported versions:

- Microsoft Lync version 2010 and 2013


Getting Started

- [Deployment requirements and notes](#)
- [Verify license is applied](#)
- [Make changes and run a report](#)
- [Troubleshooting](#)

Deployment requirements and notes

The following steps are required to capture events for activity performed in Lync:

- Ensure that Microsoft Lync Server 2010 or 2013 has been deployed according to Microsoft's deployment requirements.
- Install the Change Auditor for Lync license.
- Deploy an agent on a domain controller - not the Lync Server.

 | **NOTE:** Specific Lync templates or configuration is not required.

Verify license is applied

Lync auditing is only available if you have licensed Change Auditor for Lync. Change Auditor will not prevent you from using the feature; however, associated events will not be captured unless the proper license is applied.

To verify that Change Auditor for Lync is licensed:

- 1 From the member server where Change Auditor is installed, launch the License Manager (**Start | All Programs | Dell | Change Auditor | License Manager**).
- 2 On the About Change Auditor dialog, verify that the License Status field is set to 'Installed' for Change Auditor for Lync.
- 3 If the License Status field indicates that Change Auditor for Lync is 'Uninstalled', use the **Update License** button to locate and apply the appropriate license.

Make changes and run a report

- 1 To test that events are being captured, make some changes to a supported synch folder that is being audited.


For example:

- Add a member to the Lync Administration group

- 2 Launch the Change Auditor client (**Start | All Programs | Dell | Change Auditor | Change Auditor Client**) to review the events generated.
- 3 Open the Searches tab.
- 4 Expand the **Shared | Built-in | Lync** folder in the left pane.
- 5 Locate and double-click **All Lync events in the last 7 days** in the right pane.

A new Search Results tab is added to the client displaying the events captured over the last seven days.

- 6 Select an event from the Search Results grid to display the event details for the selected event.

 | **NOTE:** If the Search Properties tabs are displayed across the bottom of the Search Results page, double-click an event to display the event details for the selected event.

Troubleshooting

If events are not being displayed in the Change Auditor client or the Change Auditor agent is not refreshing/updating its configuration:


- Restart the Change Auditor agent on the domain controller.
- Review the Change Auditor for Lync .evt log on the domain controller.
- Ensure the Lync license is applied on the Change Auditor server.
- Ensure the Lync Event Logging is enabled in Change Auditor configuration.

Lync Searches/Reports

- Lync built-in searches
- Search results

Lync built-in searches

Built-in searches can be run to retrieve Lync activity captured by deployed Change Auditor agents enabling you to retrieve valuable information from a variety of perspectives.

 **NOTE:** The terms 'searches' and 'reports' are used in conjunction to acquire the desired output. You run a 'search' and the results returned are referred to as a 'report'.


This section provides procedures for running built-in Lync searches and provides a description of the details displayed on the Search Results page.

The following built-in searches retrieve Lync events from monitored Change Auditor agents:

- All back-end server changed events in the last 7 days
- All connection point created events in the last 7 days
- All connection point deleted events in the last 7 days
- All Lync events in the last 7 days
- All Lync user events in the last 7 days
- All members added to Lync administration group events in the last 7 days
- All members removed from Lync administration group events in the last 7 days
- All user enabled attribute changed events in the last 7 days
- All user enabled options changed events in the last 7 days
- All user line server changed events in the last 7 days
- All user policy changed events in the last 7 days
- All user primary address changed events in the last 7 days
- All user SIP or Phone URI changed events in the last 7 days

To run a built-in search:

- 1 Click on the **Searches** tab or select the **View | Searches** menu command or **Ctrl+F10** to open the Searches page.
- 2 Expand and select the appropriate folder in the explorer view (left pane) to display the list of search definitions stored in the selected folder. For example, selecting the **Shared | Built-in | Lync** will display all the built-in searches available for Lync.
- 3 In the right-hand pane, locate the search to be run and use one of the following methods to run the selected search:
 - Double-click a search definition
 - Right-click a search definition and select the **Run** menu command
 - Select the search definition and click the **Run** tool bar button at the top of the Searches page
- 4 A new Search Results Page will be displayed populated with the audited events that met the search criteria defined in the selected search definition.

 **NOTE:** To modify a built-in search, see the *Dell™ Change Auditor User Guide*.

Search results

The Lync event information (including key information like who, what, when, where, why, and the event origin information) can be viewed on the Event Details pane in the Change Auditor client. The following table provides a description of the event details provided for Lync events.

Table 1. Event Details pane: Lync events

ChangeAuditor	Description
Severity	Displays “Low”, “Medium”, or “High” depending on the event.
Who	Specifies the name of the user who initiated the change. NOTE: Due to the nature of some Active Directory events, the user field will display the computer account rather than an individual user because it is the computer account that is actually making the change.
Where	Displays where the change occurred.
What	Displays a description of the activity that occurred. NOTE: For lengthy descriptions, hover your cursor over the description field to view the entire event description.
When	Specifies the date and time when the change occurred.
Source	Displays ‘Change Auditor’ which is the application from which the event was retrieved.
Origin	Displays the NetBIOS name and IP address of the computer from which the event was generated.
Subsystem	Displays ‘Active Directory’. Because Lync events are captured through Active Directory, the subsystem field shows ‘Active Directory’ rather than instead of ‘Lync’.
Action	Displays the action that was taken against the Active Directory object, such as Add Attribute, Add Object, Delete Attribute, Delete Object, Modify Attribute, Move Object.
Facility	Displays the event class facility to which the event belongs.
Attr	If an attribute has been added, deleted or modified, this field displays the name of the attribute.
Object	Displays the name of the object that was modified.
SSL/TLS	Indicates whether the LDAP operation is secured using the SSL (Secure Socket Layer) or TLS (Transport Layer Security) technology. NOTE: If changes are initiated within LSASS and not through the LDAP protocol itself, this field will not be captured.
Sign/Seal	Indicates whether the LDAP operation is signed using Kerberos-based encryption. NOTE: If changes are initiated within LSASS and not through the LDAP protocol itself, this field will not be captured.
From To	Displays the old value that was assigned to the object and the new value that is now assigned. NOTE: The From To information does not apply to permission/access control list (ACL) type changes and is replaced with the Changes table. This information is also not available for occurrence type events, such as when an object is created or deleted.
Changes	For permission type changes, the Changes table replaces the To From information. This table provides details about the changes made, such as operation, type, account, permission, scope and condition.

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Technical Support Resources

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The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. In addition, the portal provides direct access to product support engineers through an online Service Request system.

The site enables you to:

- Create, update, and manage Service Requests (cases)
- View Knowledge Base articles
- Obtain product notifications
- Download software. For trial software, go to [Trial Downloads](#).
- View how-to videos
- Engage in community discussions
- Chat with a support engineer