User's Manual

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Introduction

¿What is SolidAudit for Terminal Services?

SolidAudit for Terminal Services is a software for auditing the connections of Terminal Services of Microsoft Windows Server 2000 and Windows Server 2003. It also allows auditing the connections generated through the remote desktop of Microsoft Windows XP.

Objective

- Audit Server and remote desktop connections.
- Monitor active sessions.
- Detect access attempts.
- Register events.

Features

Connection Log

The system generates a log with all the connections established with a Terminal Services or to the remote desktop of a Windows XP. (Logs: Date, real IP address, user, duration time and more)

Log Analysis

Generate reports of a server usage filtered by users, computers name, IP addresses and more.

Active Sessions

Allows monitoring in real time the active connections to a server or to a Windows XP terminal.

Event Log

The system generates a log with all the connections events generated to Terminal Services Server or to remote desktop of Windows XP. (Logs: Connections, disconnections, control take over and more)

Five reasons for having SolidAudit

1) Detect intrusion attempts.

Do you know if someone is trying or tried to access your server through Terminal Services?
Do you know if someone entered your terminal through the remote desktop?
Do you know if unknown users have access to your server or Terminal?

2) Audit users that connect in hours they shouldn't.

Let's suppose that an employee has access to a terminal or Server through Terminal Services.

Do you know if this employee logs on in unusual hours?
Do you know if he copies, modifies or deletes company information?

3) Obtained reports.

Have information about connections durations, dates, hours, from where users connect to your server or terminal and much more. Keep control of the access.

4) The application registers the origin of a connection.

With SolidAudit you will know the public and private IP of a connected or connecting user. Having this information you will be able to detect from where a connection is being established or has already established (location and terminal).

5) The only solution available on the market.

SolidAudit is the only solution available on the market to audit the connections established through Terminal Services in Windows Server 2000 and Windows Server 2003 in all its versions. The application also allows auditing the connections established through the remote desktop of Windows XP.

¿What server could I audit?

You could audit Windows Server 2000 and Windows Server 2003 in all its versions. The application runs as a service in the server and doesn't require user intervention in order to start.

¿What could I audit on a Windows XP operation system?

You could audit access attempts or the connections established generated through the remote desktop access of Windows Xp.

¿How can I see the information generated by SolidAudit?

SolidAudit provides an administration console from where the information can be consulted, generate reports and much more. The console is programmed as a complement for the Microsoft Management Console (MMC) allowing the integration with the rest of the administration tools of a Server.

¿What is the Microsoft Management Console (MMC)?

The Microsoft Management Console (MMC) is a common console for administrating applications.

With the MMC, the system administration can create flexible environments personalizing administrative tools. The MMC contains tools that can be used to administer networks, equipment, services and other system components. From this point almost the entire system can be configured.

SolidAudit Versions for Terminal Services

SolidAudit is distributed in three different versions. A version for audition Microsoft Windows XP, another version for auditing Microsoft Windows Server 2000 and Microsoft Windows Server 2003 with the Terminal Services configured in Remote Administration Mode or in Application Server Mode.
The version for Application Server Mode can run on a server independent from the mode it is configured. The version for Remote Administration Mode can only be executed on a server configured in the mode mentioned.

Terminal Services configuration Modes

Terminal Services allows to be configured in two different modes: Remote Administration Mode and Application Server Mode.

Remote Administration Mode

The Terminal Services configured in this mode, allows only two simultaneous connections. This is the default configuration of a server with the Terminal Services running. This mode is used by system administrators for managing servers, administer users, security, event viewer, configuring diverse functions and much more.

Application Server Mode

In this mode the server allows multiples simultaneous connections. It is used for companies for centralizing running application. The users execute applications without installing them in each local terminal.

Licensing

A server license should be acquired for each server. The administration console can be installed in many terminals without having a license for each one.

EULA (End User License Agreement)

This license agreement establishes the use conditions of SolidAudit for Terminal Services. Please carefully read this contract before using or installing the software. In case of not agreeing with these terms and conditions you should not install or use the software.

1. LICENSE: The object property of this end user license agreement, including the author's rights and intellectual property belong to BureauCorp.net of Lijs Gerardo y Raffo Magnasco S.H.(including magnetic support, manuals and any other material given with this product). By the present license agreement BureauCorp concedes the user an endless license, non exclusive, non transferable for using SolidAudit for Terminal Services software.

2. REPRODUCTION RESTRICTIONS: The object software of this license is protected by the intellectual property against copies. It is not allowed to make copies, reproduce or transmit the software or any part if it by any transferring data mean (Internet, network, cd-rom, disk or any mean not mentioned or yet existed) but it is allowed to make copies for the only purpose of backup just for use as a replacement of the original for personal use.

3. USER RESTRICTIONS COMUNICATIONS: The user will communicate all the conditions of this license contract to any user employed by him, under his command or user who uses the software.

4. USER FULFILLMENT AND NON AUTORIZED USE: The user commits to do everything possible to ensure that the persons employed by him or under his command fulfill the conditions of this license contract, including these restrictions to not allow deliberately use any software for the purpose of deciphering the source code or use inverse engineering.

5. LIMITS: It is not allowed to use the software without its corresponding license. It is not allowed to lend or rent in total or partial form. It is prohibited to make reverse engineer, use source code or recompile the software. The user commits for not using this software for any purpose against the law. The user should not access, modify and delete the database using other applications without the previews authorization by BureauCorp.net. The software or databases can't be modified by third parties. Windows and terminal services are Microsoft Corporation Trademarks.

6. GUARANTEE: BureauCorp.net guarantees the good operation of the software. It is responsibility of the user to maintain the hardware, system operation, other applications, connectivity, IT security, free of viruses in order to guarantee the good operation of the software.
BureauCorp.net will not guarantee that the operation of the software is uninterrupted (By hardware, third parties software, connectivity, etc) and that the benefits of the software are those that in opinion of the user should have. The software counts with the possibility of backing up the database and it's the user responsibility of making security copies and auditing that the information is correct. BureauCorp.net will not be responsible of the information loose or the using of the software and of information obtained. The maximum BureauCorp.net responsibility will be limited to the substitution of the software and only in a maximum term of 60 days of buying the software. This limited guarantee will be null if the software defect is the result of an accident, abuse or incorrect application use.

7. LICENSING MODE: for the operating of the software it is required at least a SolidAudit for terminal Services License per server to audit. The console allows administering multiple servers in a simultaneous way and the use on the terminal is license free.

8. UPDATES AND SUPPORT: This license contract does not grant the user to any support or update. As part of our support program, the software could report technical use and information about the terminal installed and any possible errors to BureauCorp.net. The corrections and adding functionalities to the software will be release in new versions. BureauCorp.net reserves the right to make corrections in the latest software versions. In order to make an update, the user must have installed all the update available between the version installed and the latest. A new version could change the end license agreement and could change these terms and condition. It's up to the user to make the update.

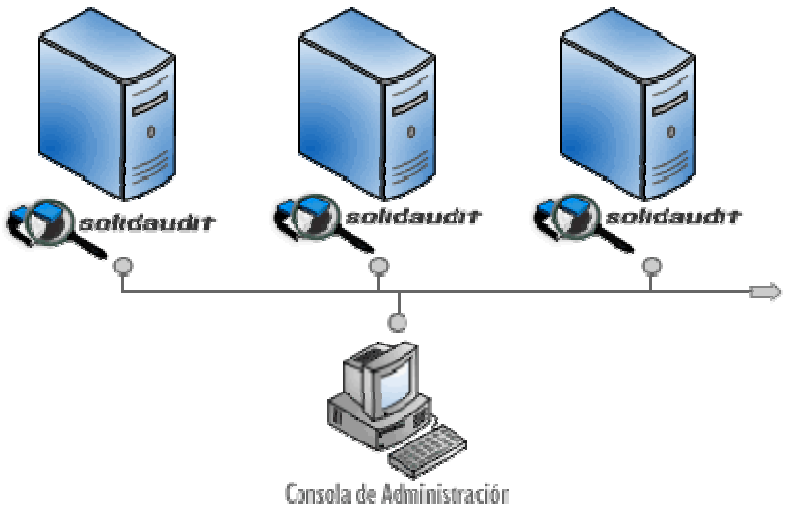
9. LICENSE TERMINATION: The user could in any moment terminate the present license agreement. This agreement will also be finished if any of the terms and conditions are not fulfilled and does not give the user the right to make any type of reclamation and/or return of payment. In any case, the user must uninstall the application.

The signing or acceptance in the installation process means that you have read and understood this agreement and all the points enumerated.

Diagrams

Here are shown some representative diagrams of the features or different uses of the system:

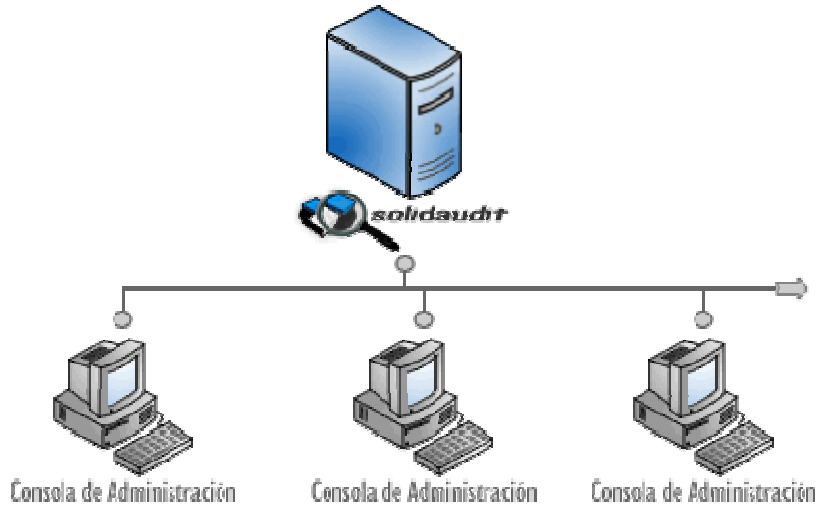
Administer multiple servers from the same console



Administration Console

The administration console allows the simultaneous auditing of multiple servers from the same console.

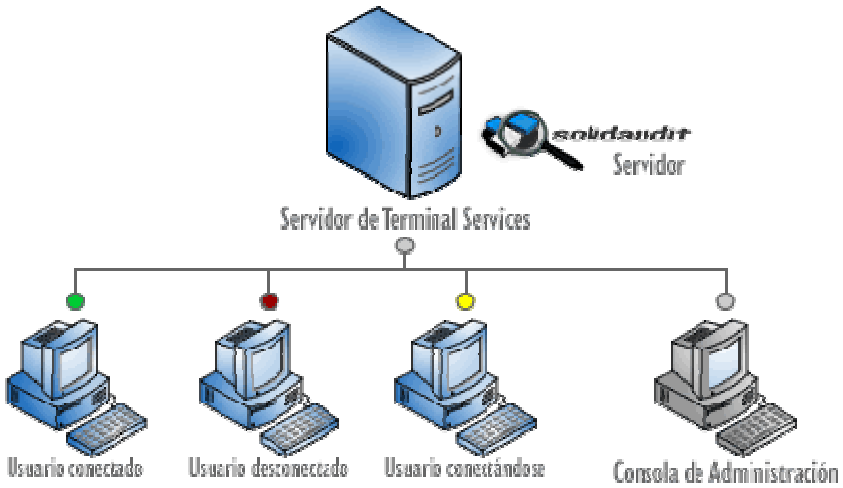
Accept multiple consoles from the same Server



Administrative Console

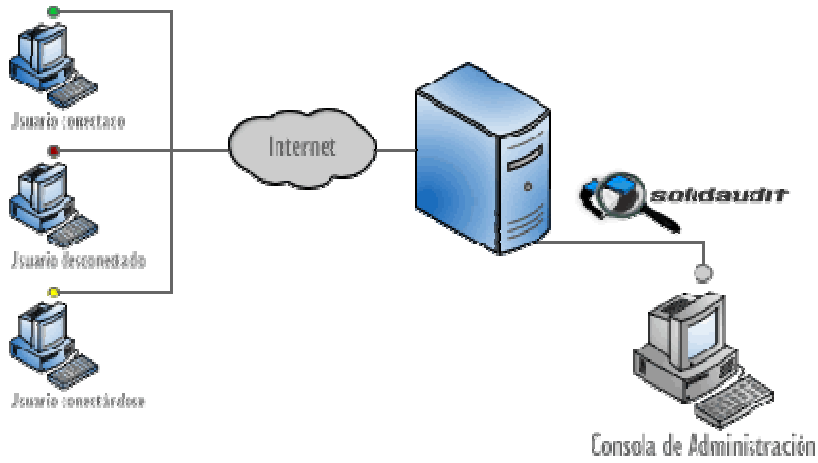
SolidAudit server allows multiples simultaneous consoles connections.

Connection Monitoring



The application allows real time connections monitoring of terminals connecting to Terminal Services servers.

Connection Monitoring through Internet or a VPN (Virtual Private Network)



Besides monitoring real time connections to Terminal Services servers from a local network, the system register connections established from a VPN or Internet registering the real IP of the computer.

SolidAudit TS – Server

Requirements

Requirements for installing the software:

Specification	Requirement
Operation System	Windows Server 2000 / Windows Server 2003 on any version / Windows XP.
Hard disk space	Typical Hard disk space required: 15 MB, additional space for database to be stored.
Terminal Services	Terminal Services enabled in any mode.
.Net framework	.Net Framework version 1.1.
Mdac 2.7	It will be installed with the installation of the application.
Online registration	Internet connection.

* If you don't have .Net Framework installed please download it from Windows Update web site: www.windowsupdate.com

Installation steps

A) Server installation.

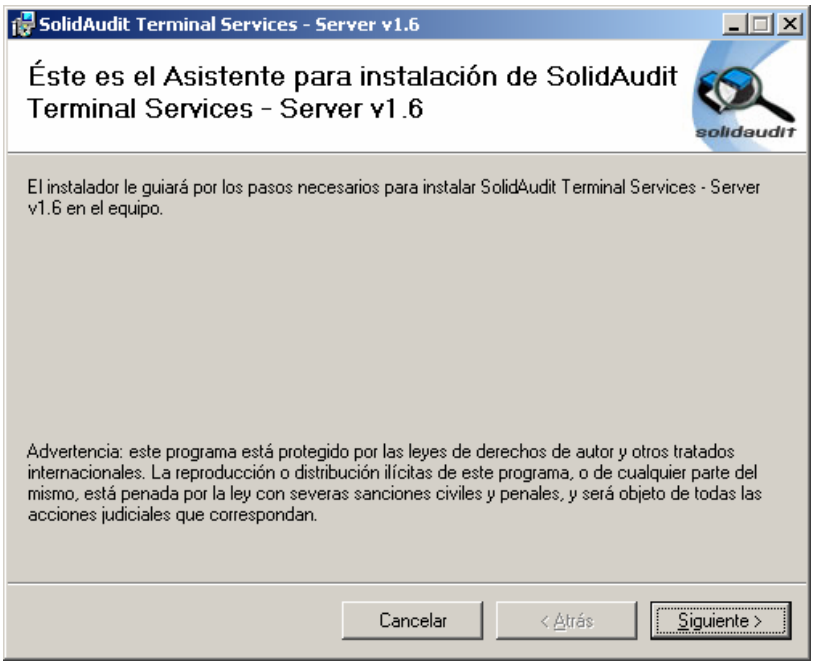
B) Product registration.

C) Start the service.

Server installation

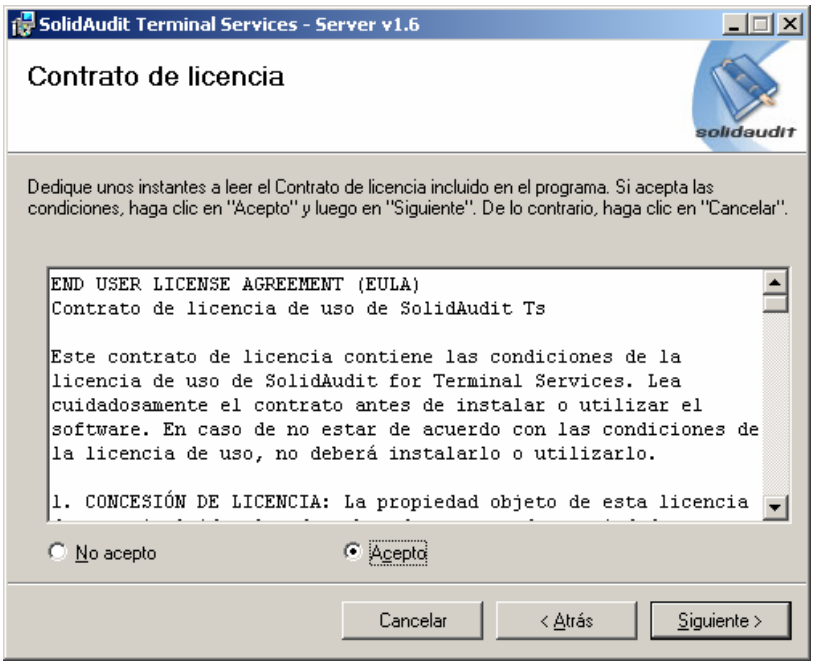
Double click on the server installation.

Welcome Screen shot of the installer assistant



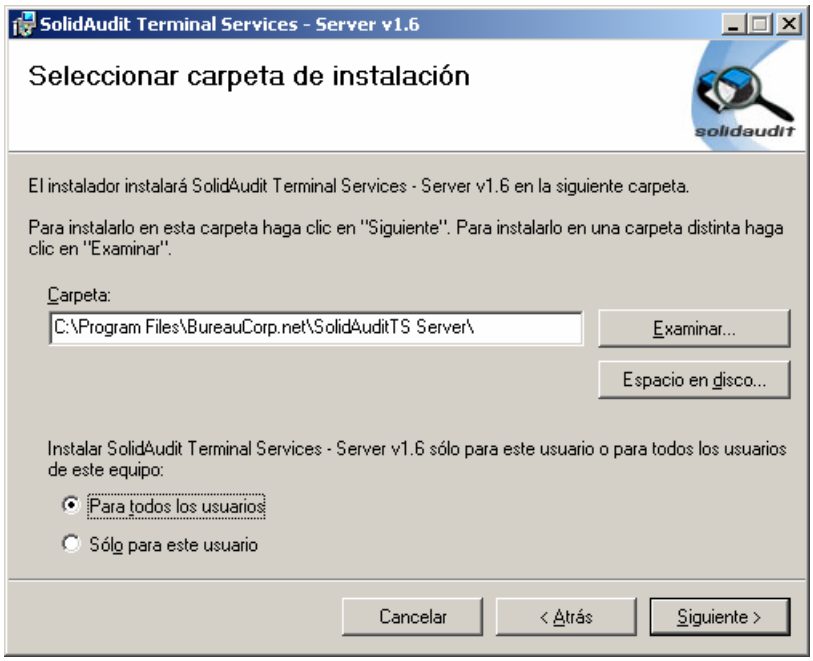
* Click on “Next”.

EULA screen shot agreement



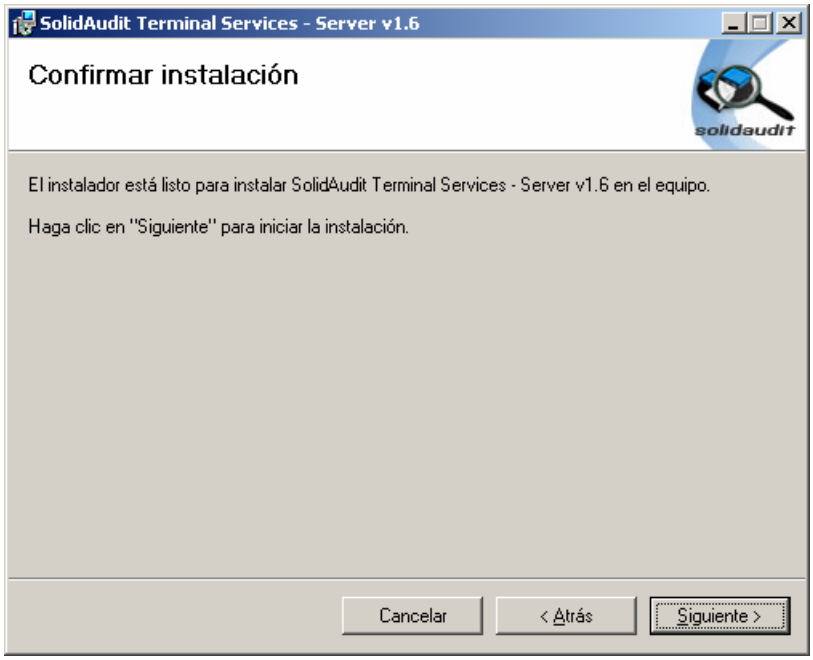
* Read carefully the Eula and click “Accept” and the on “Next”.

Destination screen shot



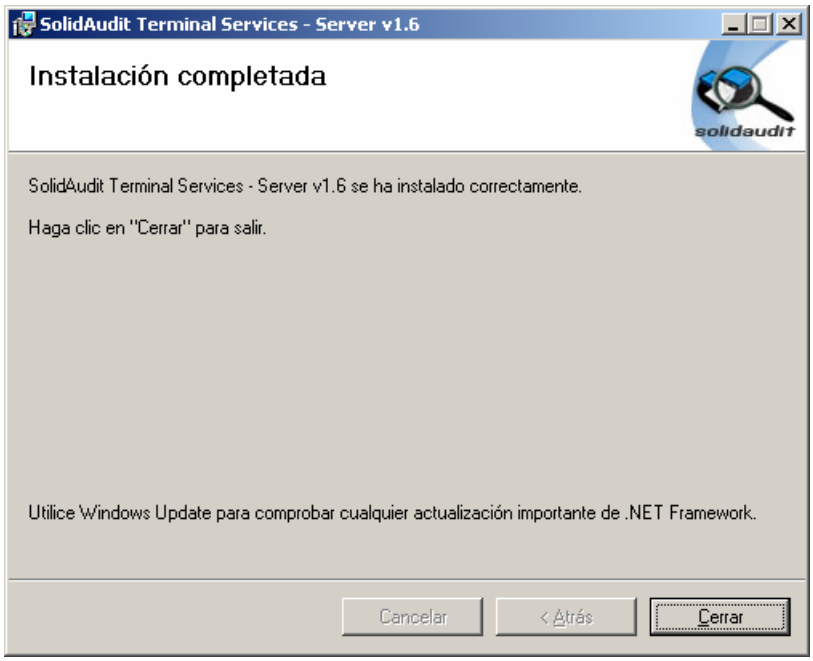
* By default the installation of the software is set to be installed on the program files. If you wish to change the folder click on “Examine” and select the destination. Click on “Next”.

Installation confirmation screen shot



* Click “Next”.

Installation completed screen shot



* The installation is successful. Click “Close”.

Important: Remember that when you install the software the service is stopped. Before you start it you must register the product.

Trial version product registration

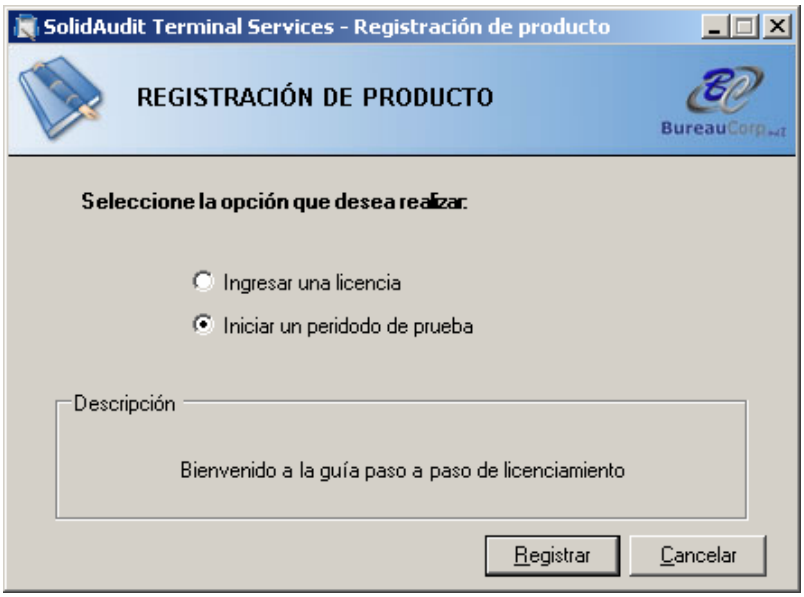
SolidAudit for Terminal Services provides a 15 day trial version. Remember that to start the trial period you must have an Internet connection.
In order to register the product you mush have an internet connection.

To start the product registration go to “All Programs” on the start menu, select BureauCorp,net folder and click on “Registration”.

Selecting product screen shot

* Select the product and click on “Register”

License type selection screen shot



* Select “Start trial Mode” and click “Register”.

Information supply screen shot

* You must supply your name, company and email in order to register the product. After completing the information click “Register”.

Completed registration screen shot

* If the registration is successful a message is shown in the screen. Click “Finish”.

Important: *It is necessary to register the product to have access to the address masterserver.bureaucorp.net port: TCP 24300. The pending days of the trial version will be shown on the administer console in the configuration section.*

Product registration

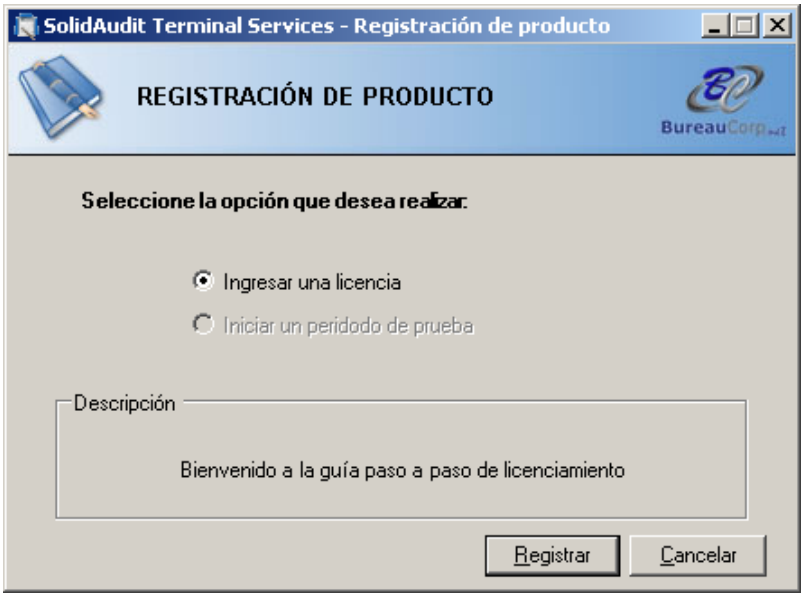
In order to register the product you mush have an internet connection.

To start the product registration go to “All Programs” on the start menu, select BureauCorp,net folder and click on “Registration”.

Selecting product screen shot

* Select the product and click on “Register”

License type selection screen shot



* Select “Enter a License” and click “Register”.

Information supply screen shot

* You must supply your name, company, an email and the serial number in order to register the product. After completing the information click “Register”.

Completed Registration screen shot

* If the registration is successful a message is shown in the screen. Click “Finish”.

Important: It is necessary to register the product to have access to the address masterserver.bureaucorp.net port: TCP 24300. The pending days of the trial version will be shown on the administer console in the configuration section.

Uninstalling the Service

In order to uninstall the service, you must go to the start menu, “control panel, “add or remove programs”, select the application “SolidAudit Terminal Services – Server” and click on the uninstall button. Follow the steps that will appear on the screen.

Using SolidAudit TS – Server

Service Start

You have two alternatives to start the service:

A) Go to the start menu and then to “All Programs”, BureauCorp.net folder and click on “Start SolidAudit Ts Service”. The application will open the command window where the service will begin.

B) Start the service from the service panel. Within the administration Service look for “SolidAudit Terminal Services”, select and click with the button on the right and the click ¨start

Important: SolidAudit for Terminal Service per defect installs the service in starting automatic. The next time the server initiates the service it will run automatically.

Service Stop

To stop the SolidAudit Ts service you have two options:

A) Go to “Start”, “Programs”, “BureauCorp.net”, “SolidAudit Terminal Services” and click on “Stop SolidAudit Ts Service”.

B) Stop the service from the service panel. Within the administer service look for “SolidAudit Terminal Services” select and click on the right button and then click on “Stop”.

Modifying the service starting mode

You have two ways to modify “SolidAudit Ts” Start mode:

A) You can do it from the Service Panel. Within administration panel look for “SolidAudit Terminal Services” and double click on it and select the start mode you desire.

B) You can also modify the start mode from the administration console. The explanation on how to do it is detailed in the section of the console configuration of the administration.

SolidAudit TS MMC – Administration Console

Requirements

Requirements for installing the software:

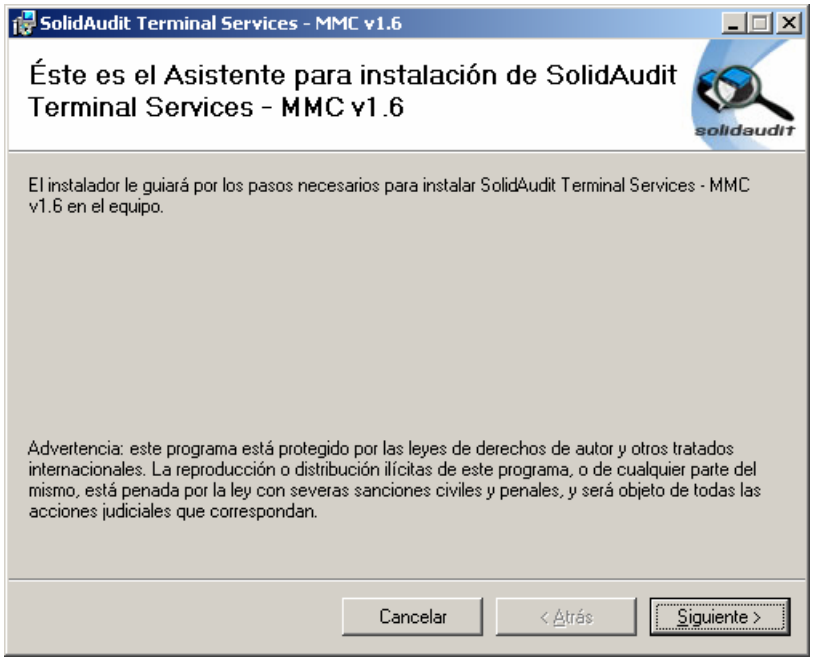
Specifications	Requirements
System Operation	Windows Server 2000 / Windows Server 2003 on any version / Windows XP.
Hard disk space	Typical Hard disk space required: 5 MB.
.Net Framework	.Net Framework version 1.1

* If you don't have .Net Framework installed please download it from Windows Update web site: www.windowsupdate.com

Console Installation

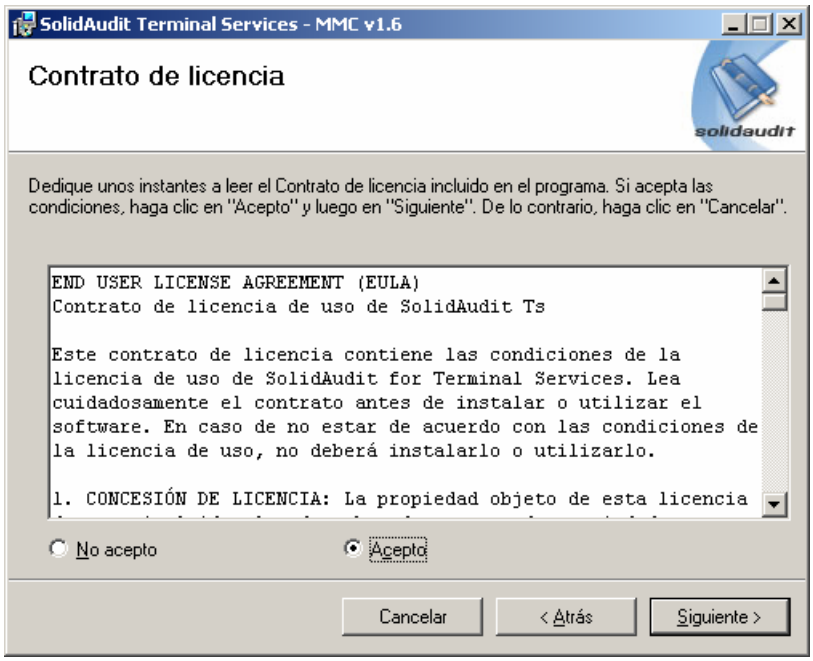
Double click on the console installation.

Welcome Screen shot of the installer assistant



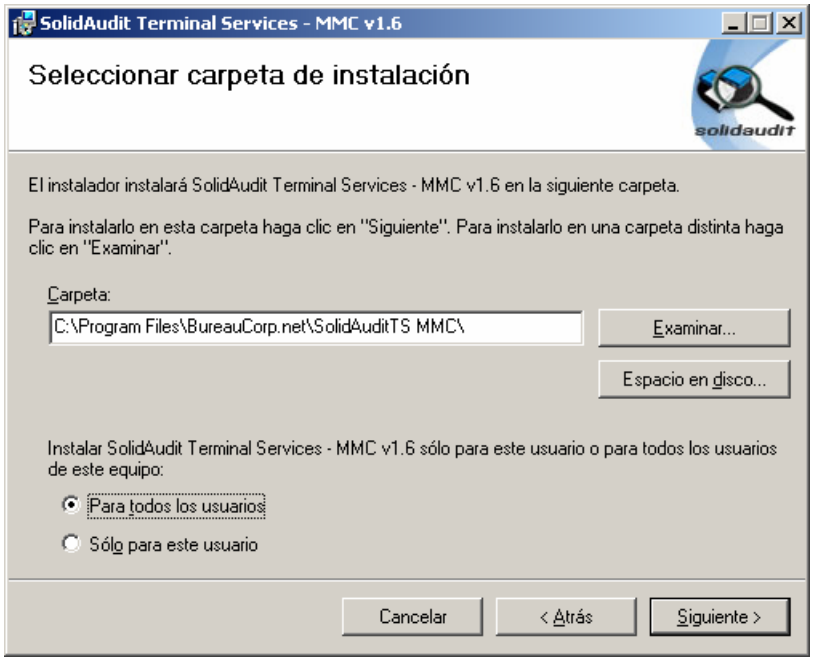
* Click on "Next".

EULA screen shot agreement



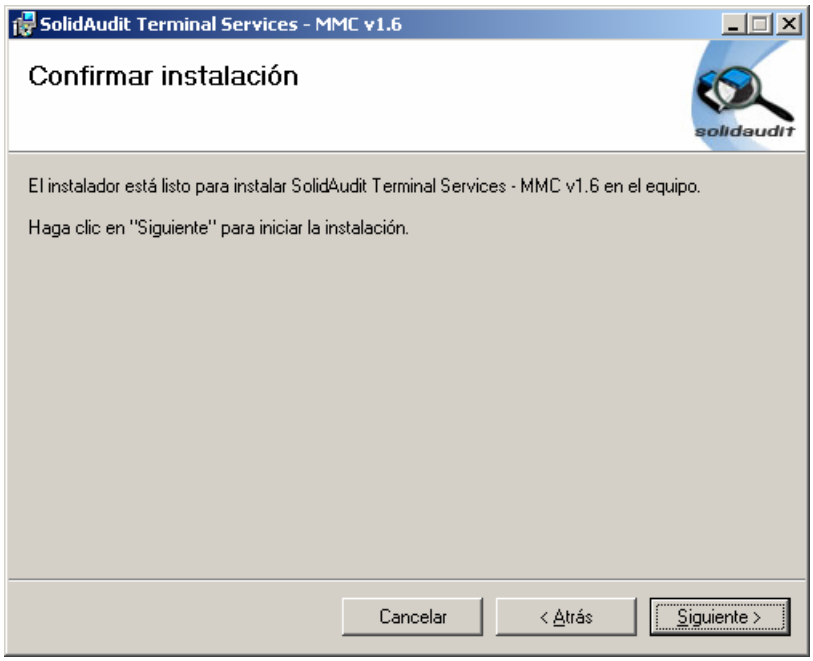
* Read carefully the Eula and click “Accept” and the on “Next”.

Destination screen shot



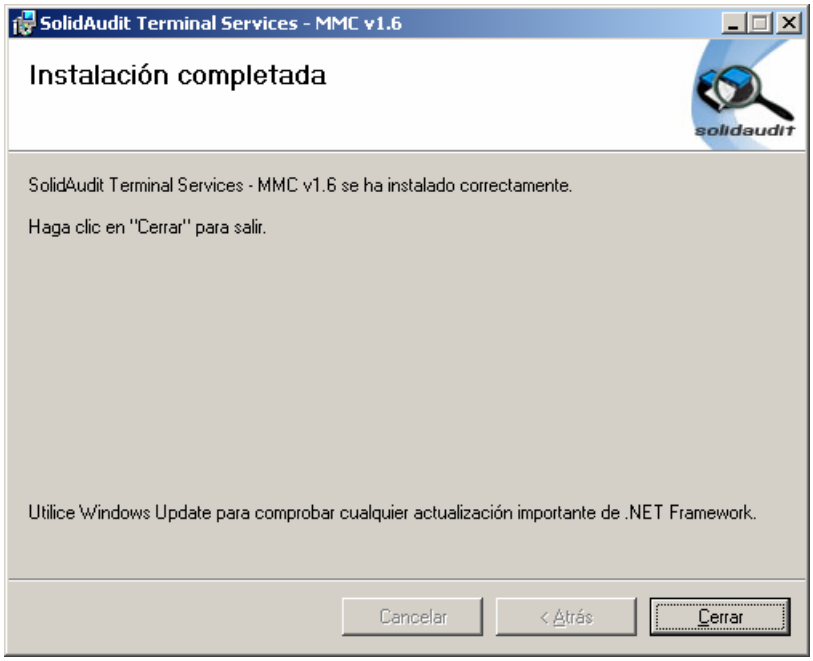
* By default the installation of the software is set to be installed on the program files. If you wish to change the folder click on “Examine” and select the destination. Click on “Next”.

Installation confirmation screen shot



* Click “Next”.

Installation completed screen shot



* The installation is successful. Click “Close”.

Administration console uninstall

In order to uninstall the application, you must go to the start menu, “control panel, “add or remove programs”, select the application “SolidAudit Terminal Services – MMC” and click on the uninstall button. Follow the steps that will appear on the screen.

Using SolidAudit TS MMC - Administration console

Starting the application

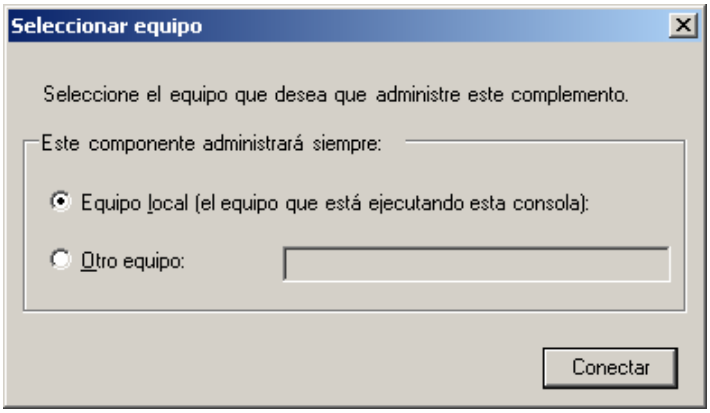
To start the application go to “Start”, “All Programs”, “BureauCorp”, SolidAudit Terminal Services” and click on “SolidAudit TS Console”.

Running for the first time the application

By default the MMC loads on the local PC. If in your PC a SolidAudit TS Server doesn’t exist the application will show a message that the connection could not be established. If you have installed the server in the local PC and this message is shown, please verify if the service is running.

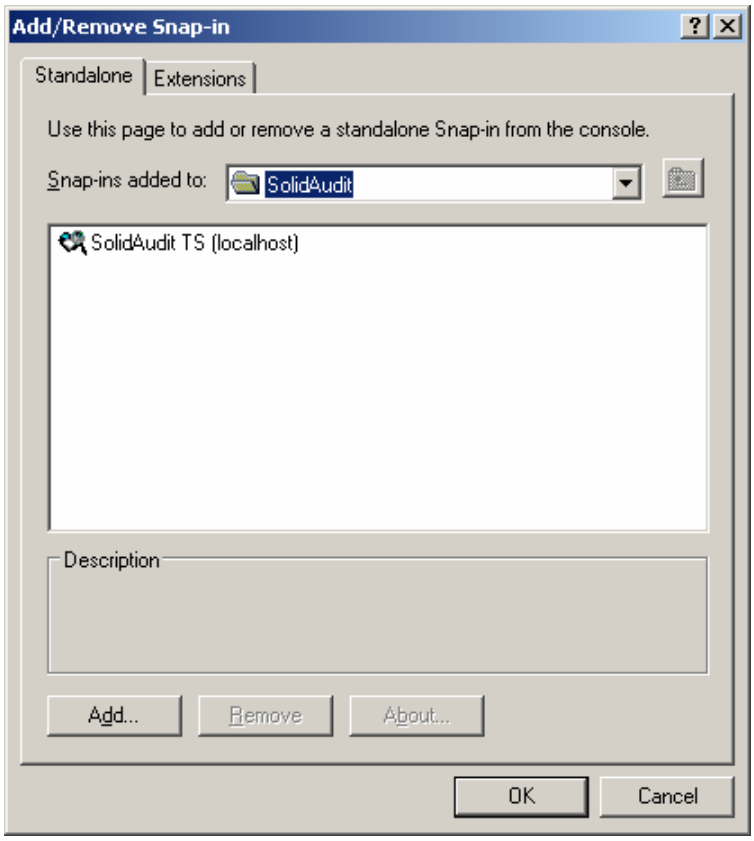
How to modify the server you want to connect?

Over the item SolidAudit Ts (LocalHost) left mouse click. An option will appear that says “connect to:...”, click there and enter the computer name or IP. Click on “Connect” to finish.

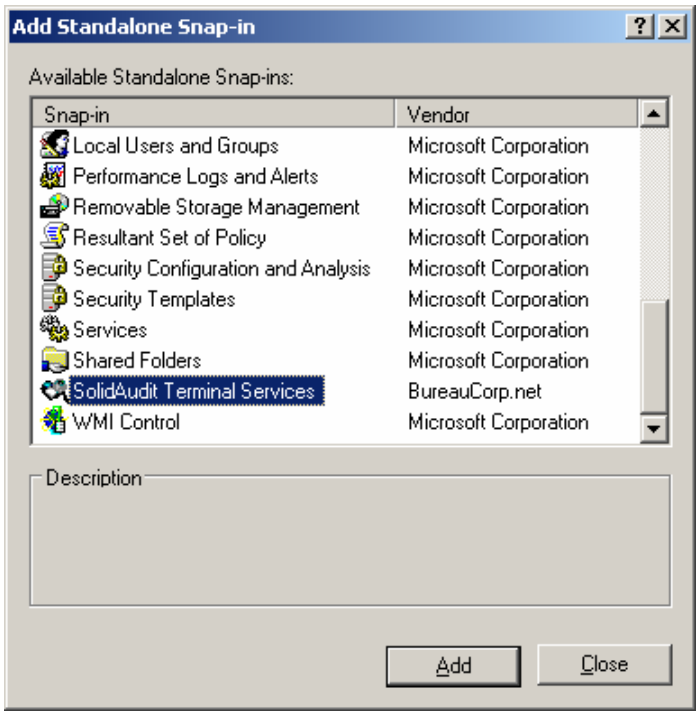


How to add a Server to the same console?

If you wish to add another server to the console go to “File”, “Add/Remove Snap In. The following form will appear:



Click on "Add…" the following form will be shown and select "Solid Audit Terminal Services" snap in. Click on "Add".



When you click on "Add" the form to select a computer will appear . Please follow the same steps explained in "How to add a server on the same console?".

Important: If the Server you have selected to connect has a connection password it will be asked to enter it.

Click “Close”.

How to remove a Server from the same console?

If you wish to remove a server from the same console go to “File”, “Add/remove Snap In”. The same form of how to add a server to the same console?” will appear: select the server you want to remove and click “Remove”.

Configuration

License

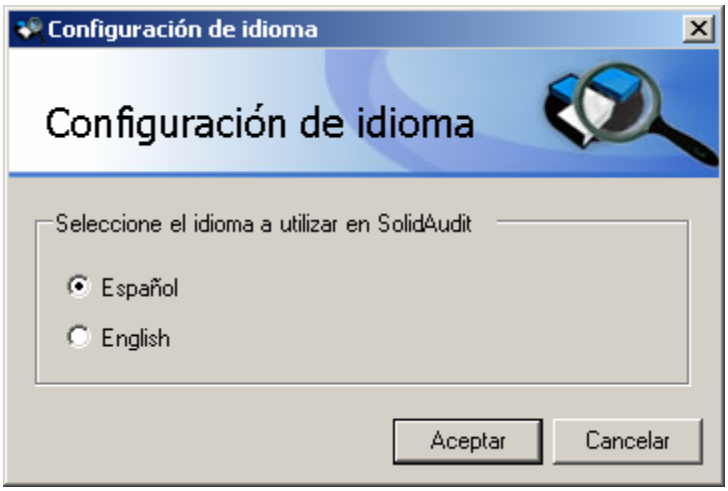
From here we can see if the software is registered or if it is on a trial period.

Start

From here is where the start mode is configured. Remember that the starting mode will take effect next time the server is started.

Language

Here we can specify the language we want the information to be shown in. The changes are made in real time.



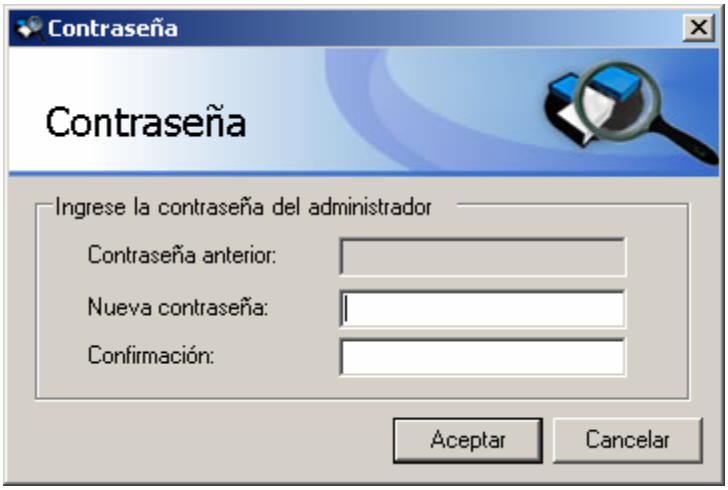
Backup

From here we can put into effect a backup of the information in the data base of SolidAudit or restore a previous backup.

Important: the backup information can only take place in the server unit or in the unit shared within the net. Keep in mind that when a backup is restored, the information stored in the database will be eliminated.

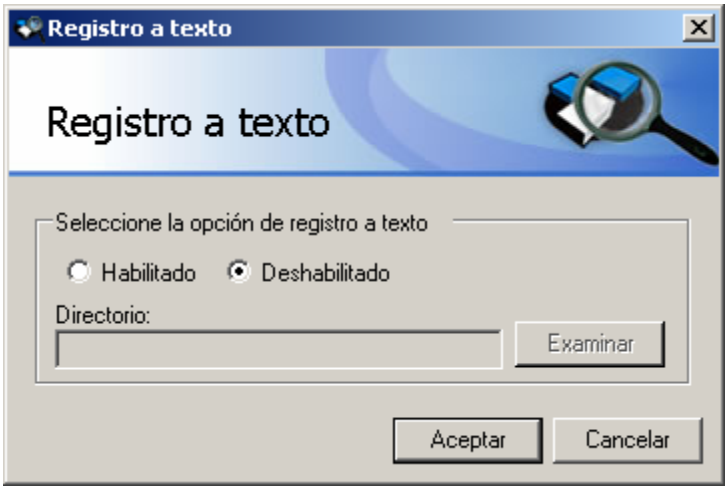
Administrator password

In this screen we can eliminate the administrator password so that every time an administrative console desires to connect to a SolidAudit service it will require a password. From here we can also modify the password.



Text register

From here we can authorize or unauthorized the simultaneous generation of a register to text of all the events taken place.



¿How to backup the information?

To backup information you must enter the section “Configure” and click “Backup” Select the option “Backup” and click “Examine”. Specify the Directory and name of the file you wish to backup. Click “Accept”.

¿How to restore a backup?

You must enter “Configure” in the section and click “Backup” Select the option “Restore” and click “Examine”. Specify where the file you want to restore is. Click “Accept”. Keep in mind that reestablishing the information, the actual one will be lost if you don’t backup it.

Providing a password to connect with a server

It is very important to keep in mind that you can specify a password to be required every time a console wishes to connect to the SolidAudit Ts service.
To enter the password you must go to the section “Configure”, “Administrator Password” and double click. As you have never previously specified a password connection to the server which is connected you must not provide a previous password; it will appear

blocked. Enter the password and confirm. Click “Accept”. From this moment on every time you or another user wishes to connect to SolidAudit Ts Service the password will be required. For this reason we suggest you remind and store it in a safe place.

¿How to change the administrator password?

You can modify the master password of connection to SolidAudit service. To perform this you should enter the section “Configure”, “Administrator Password” and then double click. There you will be required to enter the previous password and the new one plus verification.

Language administration

The administration console allows you to visualize the information and screens in different languages. To modify the language go to “Configure” and double click on “Language”. You can now select the language in which you want to see the information and click on “Accept”. The language will automatically change.

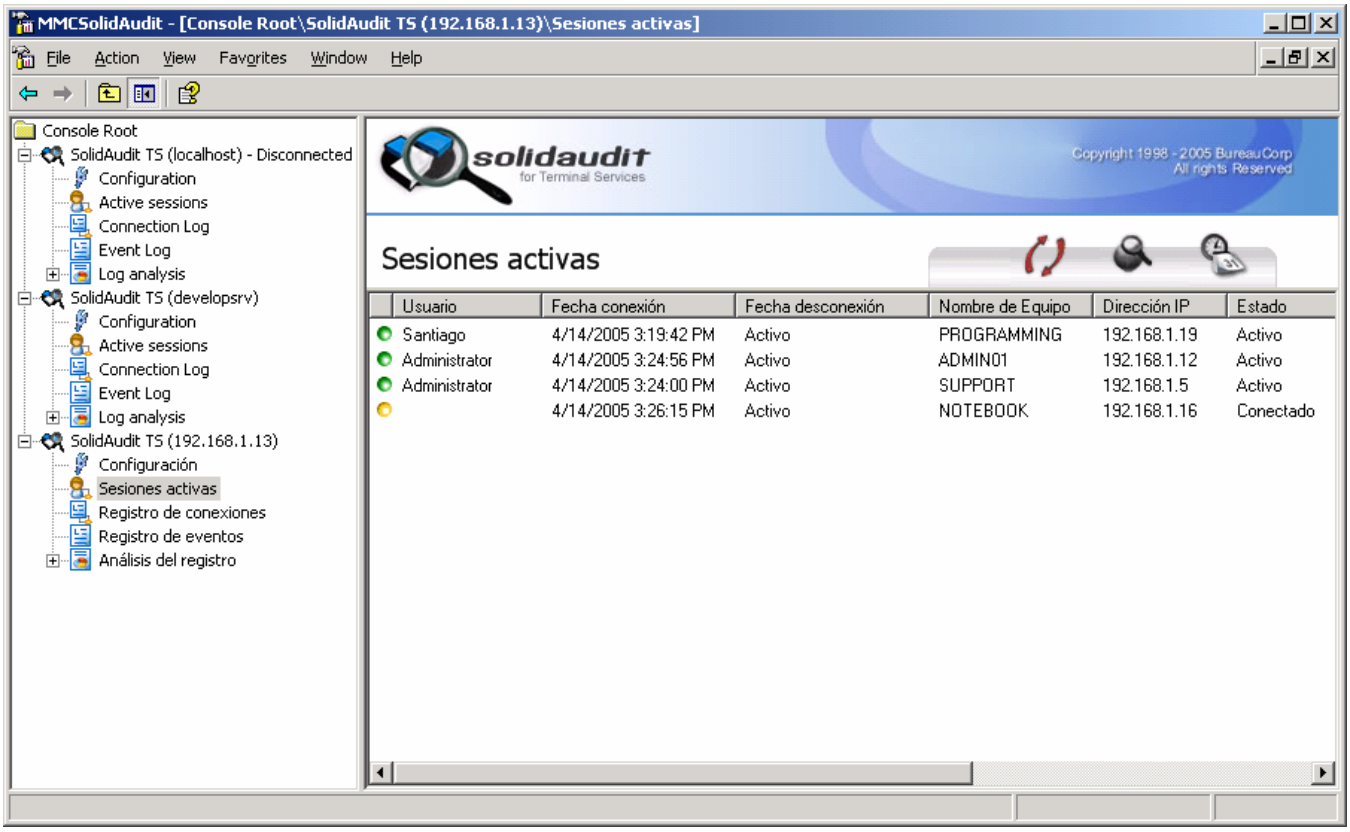
Text registry

SolidAudit for Terminal Services allows you to register a file text of all the information. To allow the creation of a file you must go to “Configure” and double click on “Register to Text”. You must select ????? and click on Examine¨ to specify where you wish to save the file. Click ¨Accept¨¨
To unauthorize the registry in a simultaneously way you must go to ¨Configure¨and double click on Text Registry¨You must select Ünauthorize. Click on Accept

Active Sessions

¿What are the active sessions?

The active sessions are the established connections to the server through Terminal Services. This information is real time.



Information shown

- Status Icon:
  - This shows the status of connection with an icon in different colors for a quick visual identification of the connections.
- User:
  - Is the User connected to Terminal Services. If the column is white it means the user has not registered his name. We call this a “Connected User” and an identified one is called “Active”.
- Connection Date and hour:
  - Is the time and date of initiated connection.
- Disconnection Date and hour:
  - If the connection is established but the User in disconnected this will show the time and date of disconnection.
- Computer Name:
  - Shows the name of the PC “Connecting” or “Active” to Terminal Services.

- IP Address:
  - This is the address of the detected IP. It is important to remember that the system registers the real connection and not the internal one to the sub net. For example: If a User connects himself from a Cyber café this will show the general IP.
- Status:
  - Shows the status of each individual connection.
- Session Name:
  - Is the name of the session given by Terminal Services
- Session ID:
  - Is the identification of the session given by Terminal Services.
- Client IP:
  - This is the internal IP of the PC that is connecting, that is, if it belongs to the sub net.
- Client Port:
  - It is the port that the client is using to connect to Terminal Services.

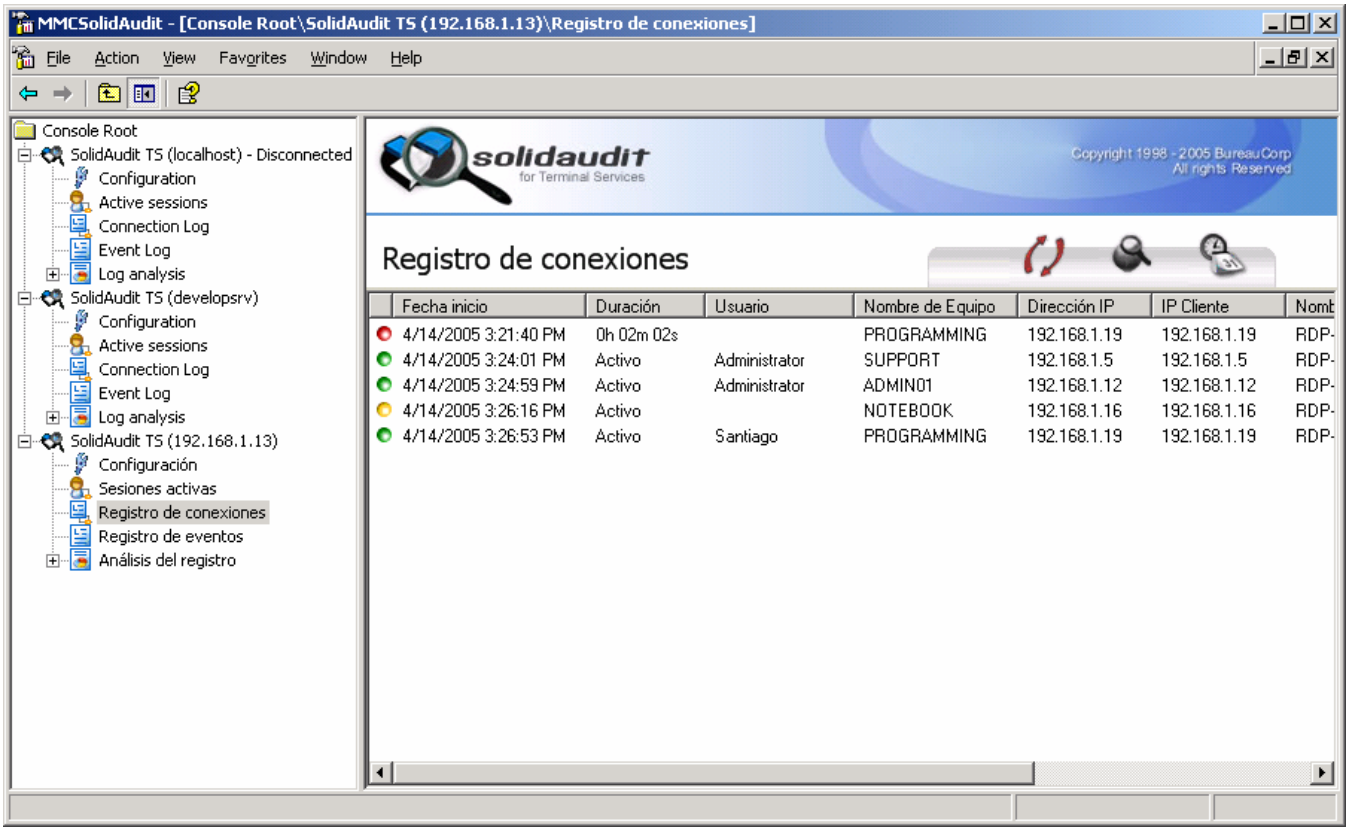
Connection icons

- User connected.
- User is connecting.
- User Disconnected.

Connection Log

¿What is the connection Log?

The connection log is where all the Registries are kept.



Information shown

- Status Icon:
  - This shows the state of connection of an icon of different colors for a quick visual identification of the connections.
- Connection start Date and hour:
  - Date and time in which connection began.
- Duration:
  - Length of time of each session. If it is active duration will show “Active”.
- User:
  - Is the User connected to Terminal Services. If the column does not show a User it means he is in the process of entering or was not able to enter.
- Computer Name:
  - Shows the name of the PC “Connecting” or “Active” to Terminal Services.

- IP address:
  - Is the Address of the detected IP. It is very important to remember that the system registers the real connection and not the internal sub net. For example: If a User is connected from a cyber café it will show the real IP.
- Client IP:
  - This is the internal IP of the PC that is connected if it is found in the sub net.
- Session Name:
  - Is the name of the session given by Terminal Services.
- Connection end date and hour:
  - Is the date and hour in which the connection was ended.
- Status:
  - Shows the status of each individual connection.

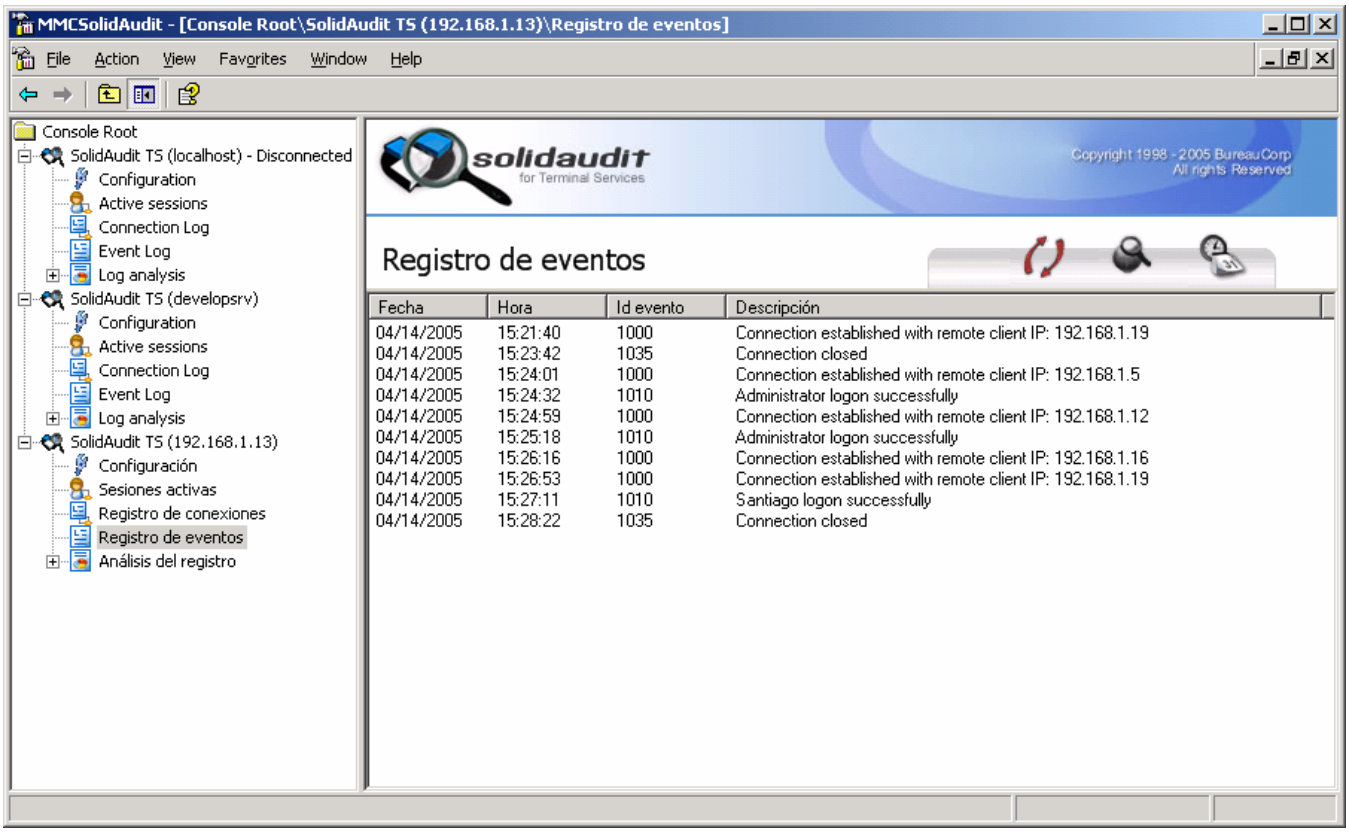
Connection icons

- Successful connection or active connection.
- User is connecting.
- Connection attempt or failed.
- Successful connection ended.

Event Log

¿What is the event Log?

The event log is where all the registries that have taken place are stored.



Information shown

- Date:
  - Date of each generated event.
- Hour:
  - Time of each generated event
- Event ID:
  - Identification of each generated event.
- Description:
  - Description in text format of each event with its information

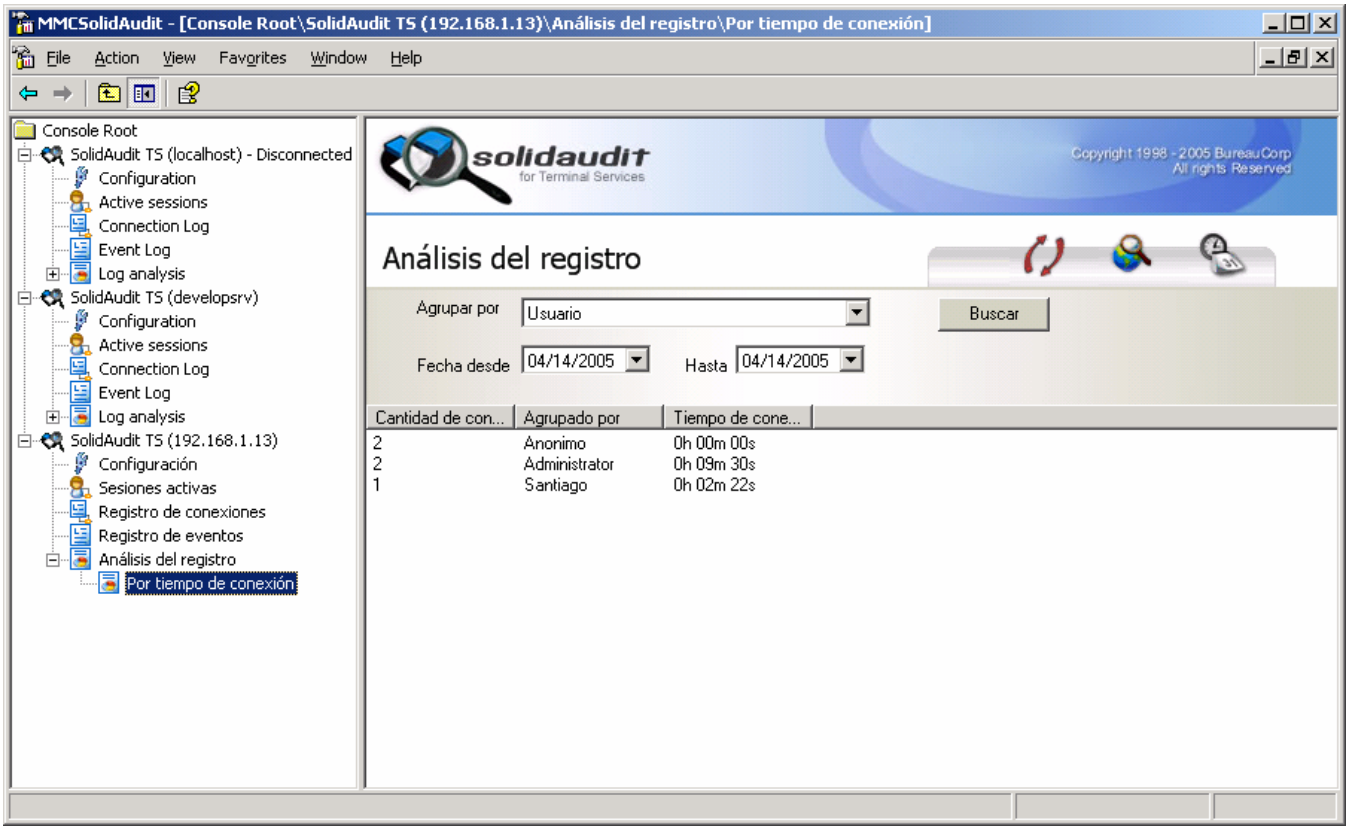
Events list

- 1000 – Connection established with a remote client
- 1003 – The session was terminated by the SolidAudit Server. The end date is not correct.
- 1004 – The session is in progress with a determined Ip.
- 1005 – A determined User is Active from a determined IP address
- 1006 – A determined User is disconnected from a determined IP
- 1007 – The session has been controlled by another remote user.
- 1010 – Successful connection
- 1020 – Disconnected User
- 1030 – UA determinad User has disconnected.
- 1035 –Closed Connection
- 1036 –A User has iniciated connection.

Log analysis

¿What is the Log analysis?

The log Analysis is where we can find information of the different registries obtained. From here on we can regroup information according to different criteria and at the same time specify from when and up to what date we want to obtain the analysis.



Group by

- By user.
- By IP address.
- By client IP.
- By Computer Name.

Filter by

- Dates.

Troubleshooting guide

Starting the service

On installing the system it indicates I don't have the .net framework installed.

A) Download .net Framework . You should download it from Windows Update site: www.windowsupdate.com

When downloading the system indicates the user does not have the permits to install the system

A) Install the system from a user with permits.

Registration

On registering the system indicates it could not connect to the server.

A) Verify you have a connection with masterserver.bureaucorp.net port 24300

Administration console installation

Al realizar la instalación el sistema me indica que no tengo instalado el .net framework.

B) Baje el .net Framework debe descargarlo desde el sitio Windows Update. www.windowsupdate.com

Administration console

When wishing to connect to the service I am required a password

This means that a user has entered a password of connection. Request the password to the administrator.

The server I want to connect to appears as disconnected

A) Verify if the PC to be connected has the Service installed and initiated.

B) Verify if the license of service is active.

C) Verify if port 8080 is not blocked.

The connection with SolidAudit is lost

A) Verify that the service is initiated.

B) Verify that the net has been correctly configured.

C) Verify that port 8080 is not blocked.

Service

The service didn't start.

A) Verifique que en el servidor se encuentre iniciado el servicio del Terminal Services.

B) Verify that the server has initiated the service with Terminal Services.

C) Verify that the license is active

D) Verify event log for more information

Support

For support about the application:

Phone: (54 11) 5199-1223
Support: support@bureaucorp.net

Keep in mind to have the company data to make the client identification easier at the help desk

The data to be requested is:

- Client Number (It will be delivered by mail)
- Name of the company
- Responsable person
- Email

About BureauCorp.net

¿What is BureauCorp?

BureauCorp is a Company with headquarters in Argentina whose objective is to offer integrated IT solutions.

Services

Software development
- Specialized Techinical Assitance.
- Mantenimiento de Servidores.
- Helpdesk
- Remote Solutions

Information security
- Vulnerability Tests
- Security actualizations
- Data encryption.
- Backup Onsite / Offside.
- Security Analysis in Applications

Developments the company provides

Website Designs

Tailored Software

Productos propios

SolidCubes (CRM – ERP Software) – www.solidcubes.com

WallFire Box (Integral security solution) – www.wallfirebox.com.ar

SolidAudit TS (Software for auditing the connections to Terminal services or desktop remote connection) – www.solidaudit.com

Contact

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Support: support@bureaucorp.net
Web site: www.bureaucorp.net