

Dell InTrust

11.0.5

IT Search 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.

Dell InTrust IT Search User Guide
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Welcome to IT Search

Dell IT Search provides IT administrators, IT managers and security teams with a way to navigate the expanse of information about the enterprise network. It helps you achieve the following:

- Examine what is going on
- Assess the efficiency of security practices
- Track security incidents
- Track incidents related to operations
- Have up-to-date information about users, computers, file server status and more at your fingertips

The search engine-like interface helps you pinpoint the data you need using only a few searches and clicks.

Installing IT Search

To set up IT Search, run the `ITSearch.msi` installation package. You can customize the installation path and the port that will be used for getting data.

During setup, you may also choose to participate in the Dell Software Improvement Program. For details, see [Feedback on IT Search](#).

Compatibility

The following versions of data-providing systems are supported in this version of IT Search:

- InTrust 11.0
- Change Auditor 6.6, 6.5
- Enterprise Reporter 2.5

Software Requirements

- Operating system:
 - Microsoft Windows Server 2012 R2
 - Microsoft Windows Server 2012
 - Microsoft Windows Server 2008 R2
 - Microsoft Windows Server 2008
- Additional software: Microsoft .NET Framework 4.0 or 4.5

Browser Compatibility

The IT Search Web interface works correctly with the following browsers:

- Microsoft Internet Explorer 9 and later
- Google Chrome 40.0 or later
- Mozilla Firefox 35.0 or later

Hardware Requirements

- CPU: Quad-core; Intel Xeon E5-2670 v2 (Ivy Bridge) recommended
- RAM: 6GB minimum; 15 GB recommended
- Disk: 100GB (SSD recommended); disk space requirements are very dependent on the volume of Enterprise Reporter data being processed, because the index size varies proportionally; the indexes for Change Auditor and InTrust data do not consume any disk space on the IT Search computer, because they are located in the data stores used by these systems

To find out the disk requirements for IT Search installation, consider the table below. It shows how much disk space is used for indexing in a sample environment with 10000 of each type of object. Scale the values according to your own circumstances.

Object type	Size of an index entry	Number of objects	Size of the index
Users	2KB	10000	20MB
Groups	2.5KB	10000	25MB
Computers	1KB	10000	10MB
Shares	1KB	10000	10MB
Files	0.2KB	10000	2MB
Total		50000	67MB

To display events rather than objects, IT Search uses the built-in indexes in InTrust and Change Auditor data stores.

Where to Install

It is recommended that you install IT Search in the same domain as the servers of your data-providing systems: InTrust, Enterprise Reporter and Change Auditor. Do not install IT Search on any of those systems' servers.

Additional Security Configuration

If your company uses a registered SSL certificate, run the PowerShell script described below to make IT Search use the certificate. Otherwise, it will use the default self-signed certificate, which will cause security warnings for IT Search users.

The **New-CertificateBinding.ps1** script is located in the **Scripts** subfolder of your IT Search installation folder. The script has the following parameters:

Parameter	Type	Description
-FilePath	string	The path to your certificate file.
-Port	int	The port that IT Search uses. It is specified during setup, the default port is 443.
-Force	switch	If this switch is set, then any existing certificate will be unbound from the specified port. If the switch is not set, then the existing certificate will be kept instead of the specified one.

Who Can Do What in IT Search

There are two roles that IT Search associates with users that access it: *operator* and *administrator*. Unless your user account is one of these, you do not have access to IT Search.

An operator can use the search features of the application.

An administrator can use the search features and configure the connectors to the data-providing systems, as described in [Where the Data Comes From](#).

To give a user account operator or administrator privileges, make the account a member of one of the following local groups on the computer where IT Search is installed:

- InTrust IT Search Operators
- InTrust IT Search Administrators

You can assign roles by specifying Active Directory groups or individual users.

The user account that performs IT Search installation automatically becomes an administrator.

Where the Data Comes From

IT Search relies on data provided by auditing systems. At this time, the supported systems are InTrust, Change Auditor and Enterprise Reporter.

You can connect to any combination of these systems. However, to make the most of IT Search, you should establish links with all three. IT Search is designed to correlate data from all of them, sparing you the effort of trying to match disparate bits of information to build up a picture.

For example, an event captured by InTrust can prompt you to examine the initiator user account closely; user information is provided by Enterprise Reporter. Next, you might be interested in recent changes to the user account; this information comes from Change Auditor. With all three systems interconnected, these transitions from one piece of data to another are quick and seamless.

Specifying Data Sources

To configure the connections between IT Search and any of the supported systems available in your environment, go to the IT Search settings page. To open this page, click **Settings** in the upper right corner.

See the following topics for details about connection configuration for each of the systems:

- [InTrust](#)
- [Change Auditor](#)
- [Enterprise Reporter](#)

Change Auditor Database

Change Auditor produces information about changes to critical resources such as Active Directory, Exchange or files on file servers. Generally, whenever you are looking for an answer to the question “What changed in the environment?” in IT Search, the data is likely provided by Change Auditor.

To start configuring the Change Auditor database data link, select the **Connector enabled** option. To set up connection to the Change Auditor database, configure the standard SQL Server database access settings:

- Server name
- Database name
- Authentication type
The following options are available:
 - Windows authentication
Make sure the Active Directory account you specify is granted **Read** permissions on the database.
 - SQL Server authentication
Specifies that SQL Server-specific credentials are used.

- User name and password

Finally, click **Apply**.

InTrust Repository

InTrust collects audit events from a wide range of logs on a variety of platforms. Generally, whenever you are looking for an answer to the question “What happened?” in IT Search, the data is provided by InTrust.

To start configuring the InTrust repository data link, select the **Connector enabled** option. To set up connection to an InTrust repository with audit data, configure the following:

- Server name
This is an InTrust server in the InTrust organization where the repository is registered. There can be multiple servers in an InTrust organization, and any of them is accepted.
- Repository name
This is the display name of the repository, as seen, for example, in Repository Viewer.
- User name and password
The account you specify here must be an InTrust organization administrator. For details, see the [InTrust Organization Administrators](#) topic.

The easiest way to look up the repository and server name you need is to open InTrust Deployment Manager and start editing a collection that uses the repository. The names can be copied from the Data Sources and Repository step of the wizard that opens.

Finally, click **Apply**.

Enterprise Reporter Database

Enterprise Reporter retains information about the configuration of critical systems. Generally, whenever you are looking for an answer to the question “What settings are configured for this?” in IT Search, the data is provided by Enterprise Reporter.

To start configuring the Enterprise Reporter database data link, select the **Connector enabled** option. To set up connection to the Enterprise Reporter database, configure the standard SQL Server database access settings:

- Server name
- Database name
- Authentication type
The following options are available:
 - Windows authentication
Make sure the Active Directory account you specify is granted **Read** permissions on the database.
 - SQL Server authentication
Specifies that SQL Server-specific credentials are used.
- User name and password

Finally, click **Apply**.

Indexing

Before you can use data from the Enterprise Reporter database, you need to wait until an index is built.

To track the progress of index building, check the Enterprise Reporter connector settings page. If any errors occur during database indexing, they are displayed on the page.

You can force reindexing of objects that are loaded from the Enterprise Reporter database by clicking **Rebuild Index**.

Running Searches

To begin searching, enter what you are looking for in the search box. For example, start with a user name, a network share path, a computer name or a phrase to look for in event fields.

A search involves all available item types (events, users, files, computers and so on) at once, no matter which item type is currently highlighted. By default, the number of results returned is limited to 100,000.

Viewing Data by Object Type

IT Search groups the discovered data by object type:

- Users
- Groups
- Computers
- Shares
- Files
- Events

These items can be selected to the left of the result grid. The object type is also switched when you use links in the context of some object's details, such as **Activity initiated by <user>** or **Who granted permissions to this file**.

Specifying a Time Range for Events


To display events from only a specific time period, use the time range filter. For that, click the clock icon in the search box. If you choose not to specify a time range, the search will involve all available data.

Understanding the Event Timeline

The event timeline is a bar graph representation of search results, where you can quickly spot event patterns. For example, it helps you find out the peak hours for the events you are interested in or easily track activity outside business hours.

Viewing Details of Search Results

When you select an item from the result list, the right pane shows brief details about the item. To go to the full details view for this item, click the arrow icon in the upper right corner of the pane.

 | **NOTE:** Event entries do not have a details view.

The details view also suggests links to related data which you might be interested in and which you might be trying to find in the first place. Clicking such a link starts a search in an automatically supplied context. For example, when you are viewing the details of a folder in a network share, the following links are ready for you:

- Who accessed this folder
- Who granted permissions to this folder
- Files and folders in this share

Navigating Session History Using Breadcrumbs

As you work with the search results, your search path is saved as a breadcrumb sequence. This helps you go back to any previous step in your session without retracing the steps.

Using Facets to Filter Results

Facets are quick view filters by property value. When you apply a facet, IT Search shows only matching items. You can apply multiple facets at once, progressively limiting the number of results; you can also remove any of the facets you have applied.

The properties that support this have funnel icons next to them in the details pane. To apply a facet, click such a property.

For example, if you are viewing the details of a deleted user account (where the value of **State** is **Deleted**) and want to focus on other deleted users, click the icon next to the **State** property.

Fine-Tuning Your Search Terms

Simple searches produce results where the term you specify is contained anywhere in the discovered data. To make your searches less broad and more relevant, you can use hints—for example, by prefixing the field names to look in. For details, see [Search Term Syntax](#).

Search Term Syntax

Use the following syntax for search terms in the search box. Searches are case-insensitive.



NOTES:

- Asterisk wildcards in an initial position are currently not supported for events provided by InTrust. This limitation does not apply to data provided by Change Auditor and Enterprise Reporter.
- If you specify file system paths (such as **C:\Windows**) or Active Directory distinguished names (such as **CN = Builtin, DC = klttest16, DC = test, DC = local**) as search terms, enclose them in quotation marks. This is necessary due to the way the search engine treats the backslash (as an escape character) and the equality sign (as an attribute indicator).

Single-Word Terms

This is known as full-text search. The search involves all available fields and uses the Contains operator.

Meaning	Syntax	Details
Look for a single-word term in any attribute	Word without spaces Example: john	john matches John or john in any attribute, but does not match stjohn in any attribute
Look for a single-word term with the specified beginning in any attribute	Word ending in an asterisk (*) without spaces Example: john*	john* matches John or Johnson in any attribute
Find attributes where a specific single-word term is not contained in any attributes	Word without spaces with a leading hyphen Example: -john	-john may match entries that contain stjohn , but does not match entries that contain john in any attribute
Find entries where a specific single-word term with the specified beginning is not contained in any attributes	Word ending in an asterisk (*) without spaces with a leading hyphen Example: -john*	-john* may match entries that contain stjohn , but does not match entries that contain john or johnson in any attribute

Term Combinations

Meaning	Syntax	Details
Look for entries with specific single-word terms in any attributes	Words separated by spaces Example: john glen*	john glen* matches john and glen , or john and glenda , or john and glen and glenda , wherever they are found
Look for entries that do not contain specific single-word terms in any attribute	Word without spaces Examples: <ul style="list-style-type: none"> • -john -glen • john -glen* 	<ul style="list-style-type: none"> • -john -glen matches entries that do not contain john or glen anywhere • john -glen* matches entries that contain john in any attribute and at the same time do not contain glen or glenda anywhere

Meaning	Syntax	Details
Look for entries with a specific multiple-word phrase in any attribute	Phrase in quotation marks Example: "Account Logon"	"Account Logon" matches entries that contain the exact phrase Account Logon in any attribute
Look for entries that do not contain a specific multiple-word phrase in any attribute	Phrase in quotation marks Example: logon server01 - "Account Logon"	logon server01 -"Account Logon" matches entries that contain the words Logon and server01 anywhere but do not contain the exact phrase Account Logon in any attribute
Meet one of the specified terms (or sets of terms)	<p>Terms (single words or phrases) separated by the OR operator; this operator has the following specifics:</p> <ul style="list-style-type: none"> • It is case-sensitive: it must always be specified as OR • It denotes a choice between everything to the left of it and everything to the right of it • You can use multiple OR operators in a query; the boundary of an OR clause is the beginning of the query, the end of the query, or another OR <p>Examples:</p> <ul style="list-style-type: none"> • paul john OR thomas • -"logon/logoff" server01 OR stjohn 	<ul style="list-style-type: none"> • paul john OR thomas matches entries that contain either both John and Paul, or Thomas anywhere • -"logon/logoff" server01 OR stjohn matches either entries without the phrase Logon/Logoff that contain server01, or entries with stjohn (no matter whether they contain the phrase Logon/Logoff)
Explicitly mark an AND operation for visual clarity	<p>Terms (single words or phrases) separated by the AND operator; this operator has the following specifics:</p> <ul style="list-style-type: none"> • It is case-sensitive: it must always be specified as AND • It can be omitted wherever it occurs <p>Examples:</p> <ul style="list-style-type: none"> • paul AND john • paul john 	paul AND john and paul john are identical in meaning: look for entries where both paul and john occur.
Group and nest	Parentheses enclosing the terms	(homer marge) OR (peter lois) matches either

Meaning	Syntax	Details
terms for logical operations on them	you want to group Example: (homer marge) OR (peter lois)	entries with both homer and marge , or entries with both peter and lois . It does not match entries with both peter and homer that do not contain lois or marge .

Searching in Specific Attributes

To apply your search term only to a particular attribute, prepend the name of the attribute with a colon (:) or equals sign (=) to your search term, as shown in the table below. If the attribute name is made up of multiple words, enclose it in brackets (as in **[log name]:security**). All the syntax conventions described above also apply.

The following distinction is important:

- Labels unambiguously mapped to entry attributes; for example, **Path:"Documents and Settings"** in file access entries
In this case, the search involves the specified field and uses the Contains operator.
- Labels mapped to different attributes in different contexts (known as normalized attributes); for example, **Where:primrose** would mean the **primrose** domain for users or groups, the **primrose** computer for files or shares, and so on
In this case, the search involves the associated fields as necessary and may even modify the search terms.

For details about the meanings of labels in particular contexts, see [Normalized Attributes](#) below.



NOTE: When you look for permission information, you can use the Who, What and Owner attributes as follows:

- With regard to files, Who means the account that has permissions.
- Use What to specify the permission.
- Owner is not a real permission, but you can use it (as in **What:Owner**) to find the owner of a file.

Meaning	Syntax	Details
Attribute contains term	Examples: <ul style="list-style-type: none"> • user:stjohn • description:"Special privileges assigned" 	<ul style="list-style-type: none"> • user:stjohn matches entries where the User attribute contains the word stjohn • description:"Special privileges assigned" matches entries where the Description attribute contains the exact phrase Special privileges assigned
Attribute does not contain term	Examples: <ul style="list-style-type: none"> • -user:john* • -description:"Special privileges assigned" • -[log name]:"Directory Service" 	<ul style="list-style-type: none"> • -user:john* matches entries where the User attribute does not contain the words john or johnson • -description:"Special privileges assigned" matches entries where the Description attribute does not contain the exact phrase

Meaning	Syntax	Details
Attribute equals term	Examples: <ul style="list-style-type: none"> • <code>computer=server01.example.com</code> • <code>description="An account was successfully logged on."</code> 	Special privileges assigned <ul style="list-style-type: none"> • <code>-[log name]:"Directory Service"</code> matches entries where the Log Name attribute does not contain the exact phrase Directory Service • <code>computer=server01.example.com</code> matches entries where the contents of the Computer attribute are exactly <code>server01.example.com</code> • <code>description="An account was successfully logged on."</code> matches entries where the contents of the Description attribute are exactly <code>An account was successfully logged on.</code>
Attribute does not equal term	Examples: <ul style="list-style-type: none"> • <code>- computer=server01.example.com</code> • <code>-description="An account was successfully logged on."</code> 	<ul style="list-style-type: none"> • <code>-computer=server01.example.com</code> matches entries where the contents of the Computer attribute are different from <code>server01.example.com</code> • <code>-description="An account was successfully logged on."</code> matches entries where the contents of the Description attribute are different from <code>An account was successfully logged on.</code>

Filter Syntax


To filter the results by the values of specific attributes, use the filter boxes under the attribute names. Select one of the operators (explained in the following table), and enter your filter terms.

Operator	Meaning
Contains	The attribute contains all of the specified terms at once in any combination
Does not contain	The attribute contains none of the specified terms anywhere
Equals	The attribute contents are identical to the specified phrase; do not enclose the phrase in quotation marks for this operator
Does not equal	The attribute contents are not identical to the specified phrase; do not enclose the phrase in quotation marks for this operator

The following search syntax rules described above also apply to filter terms:

- Terms are case-insensitive.
- The term can be a single word, multiple words, or a phrase in quotation marks.

- In single-word terms, a trailing asterisk is treated as a wildcard character.
- In exact phrases, an asterisk is treated as a regular character.

 **NOTE:** Asterisk wildcards in an initial position are currently not supported for events provided by InTrust. This limitation does not apply to data provided by Change Auditor and Enterprise Reporter.

Normalized Attributes

The following table shows what attributes are involved in searches that use the Who, What and Where labels. Active Directory attributes are **bolded**. Information about events is not included, because Who, What and Where are mapped directly to the same-name fields in InTrust and Change Auditor events.

Label →	Who	What	Where
Context ↓			
Users	<ul style="list-style-type: none"> • SAMAccountName • DisplayName • AccountSid • DistinguishedName 	N/A	DomainName
Groups	<ul style="list-style-type: none"> • User information • User account information • ManagedByFullName • ManagedByDisplayName 	N/A	DomainName
Computers	<ul style="list-style-type: none"> • ManagedByFullName • ManagedByDisplayName 	N/A	<ul style="list-style-type: none"> • ComputerName • NetBiosName
Shares	User information	N/A	ComputerName
Files	Permission information	Permission information	ComputerName

Examples

Queries for events

Query	Meaning
Who:"John Smith"	Activity initiated by user John Smith
What:"Group Member" AND "DL.RD"	Who was added to and deleted from group DL.RD
Where:"primrose"	Access to computer primrose
Workstation:"primrose"	Access from computer primrose

Queries for files and folders

Query	Meaning
Where:"primrose.mycorp.com" AND "D:\Private\assessment.pdf"	Who accessed the D:\Private\assessment.pdf file
Where:"primrose.mycorp.com" AND "D:\Personal\assessment.pdf" AND What:"File Access Rights Changed"	Who granted permissions to the D:\Personal\assessment.pdf file
Who:"John Smith" What:Owner	Files and folders owned by user John Smith
Who:"John Smith"	Files and folders where user John Smith has permissions
Where:"primrose.mycorp.com" AND "C:_VIDEO"	Files and folders in the _VIDEO share

Use Scenarios

The following examples explain how IT Search tools can be applied in practice to real-life situations.

Finding and Examining a User

To find events where a particular user is somehow involved (as the doer or as a subject), run a search for any of the variety of names that identify the user in the environment. You can supply the first name, last name, full name, logon name and so on.

The results of your search put the most relevant matching users at the top of the list. If there are too many matches, refine the results using facets.

From a different perspective, if you need to find a user whose name you are not sure about but whose manager's name you remember, try searching for the manager's name, then opening the details of the manager's user account and finding the user you are looking for among the manager's direct reports.

Understanding Who Did What

A typical use case is tracking the activity that involved a particular object, such as a file, folder, group or user account. You begin by finding this object; this provides a starting point and a context for your session. The next step is to use the links in the object's details view. This is the easiest way to create a context and filter out irrelevant data.

Another option is to start with events directly, especially if you expect to find specific events within a specific period of time. To specify the period, use the date range filter. The graphical timeline in the result grid can help you quickly locate peaks of activity that need closer examination.

Exploring a User's Scope of Access

IT Search provides quick access to information about files and folders owned by a user and all permissions assigned to the user; for that, use the **Files and folders owned by <user>** and **Files and folders where <user> has permissions** links in the details view for the user you are interested in.

Conversely, if you start with a particular file or folder, its details contain a table of permissions, which can prompt your further steps.

Tracking Permission Management

You can easily follow permission assignment activity using the **Who granted permissions to this file** and **Who granted permissions to this folder** links in the details view of a file or folder, respectively.

Putting It All Together: Investigating Tampering

Suppose a critical file (such as a project roadmap or payroll file) is showing signs of tampering. You want to use IT Search to look into this.

What you will need

To make the investigation as efficient as possible, make sure that data from all three supported data sources is available:

- For security events, including user session events: InTrust
- For file change information: Change Auditor
- For user information: Enterprise Reporter

Where to start

You are about to examine the circumstances of file modifications, so it makes sense to start by finding the affected file. This will provide clues about where to go next and also mark a point (as a breadcrumb) that you can always fall back to, even if your next steps take you too far.

How to proceed

When you have found the file, open its full details and use the **Who accessed this file** link provided in that view. In the list of events that are found, find a "File changed" event and use the **What** facet to filter out other types of events. Try to spot any unlikely users in the list of file change events.

Suppose you find an event by a user who is not meant to have access to the file. Note the time of the event, and then open the details of the event and click the user name. In the the user details view that opens, click the **Files and folder where <user> has permissions** link. If the file in question is not listed, that means the permissions have been rolled back by now—likely a piece of incriminating data.

You can also view the entire history of permission management for the file. Use the breadcrumbs to go back to the file details view, and click the **Show who granted permissions to this file** link.

Use the breadcrumbs to go back to the user details view, and click the **Activity initiated by <user>** link. Use the time range filter to restrict the results to a period around the time of the suspicious file modification. The results may reveal noteworthy details about the situation. Consider examining InTrust-specific user session events for the following clues:

- Logon session time and duration
- Whether the session was interactive or Terminal Services-based

In addition, check if there were any attempts to clear security logs.

Feedback on IT Search

IT Search provides the following facilities for getting customer feedback:

- An option to participate in the software improvement program. If you choose to participate, it will help Dell enhance customers' IT Search experience.
- A utility that gathers information for support engineers.

 | **NOTE:** Participation in the software improvement program is available in version 11.0.5 and later.

Software Improvement Program

This initiative involves Dell automatically receiving anonymous usage statistics from the Dell software you install. No personal identifying data (such as account names) is included in this feedback. The purpose is to determine which features are most popular and find out how their use can be streamlined.

The following information is transmitted:

- Hardware configuration
- Which product features are used
- External IP addresses

Participation in the program is voluntary. The first time you are prompted to make the choice is during IT Search installation. Depending on the country you select, you may be asked whether you want to opt in; for some countries, participation will be enabled automatically.

After you have set up IT Search, you can change your choice at any time by opening the About box in the IT Search UI, selecting the **Customer Feedback** tab and inverting the state of the **I am willing to participate in the customer feedback program** option.

Support Information Utility

If you need to contact Dell Support, you should provide various technical details for a speedy response. IT Search includes a utility that automatically gathers all the information that support engineers may need and stores it in a single ZIP file.

To create such a file, open the About box in the IT Search UI, select the **Contact** tab and click **Gather Support Information**.

About Dell

Dell listens to customers and delivers worldwide innovative technology, business solutions and services they trust and value. For more information, visit www.software.dell.com.

Contacting Dell Inc.

Technical Support:

[Online Support](#)

Product Questions and Sales:

(800) 306-9329

Email:

info@software.dell.com

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zlib 1.2.3

License

/* zlib.h -- interface of the 'zlib' general purpose compression library
version 1.2.3, July 18th, 2005

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