



Technical white paper

# HP JetAdvantage Security Manager

## Automatic Email Notification and Policy Change Notification for Remediation Tasks

### Table of Contents

<b>Overview .....</b>	<b>2</b>
<b>Configure the Automated Email feature .....</b>	<b>2</b>
Configure the Email Server Settings .....	2
Configure the Automatic Notification Settings.....	3
<b>Automated Emails .....</b>	<b>3</b>
Assessment/Remediate notifications.....	3
Policy Change Notification .....	4
Disabling Policy Change Notification.....	5
<b>Contents of the email message .....</b>	<b>5</b>

## Overview

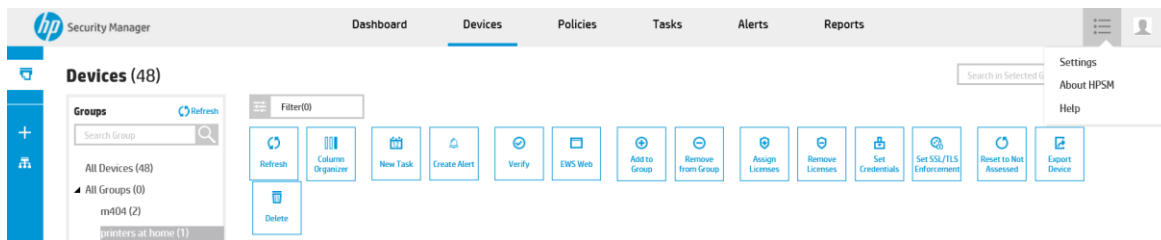
HP JetAdvantage Security Manager can run unattended scheduled tasks. A user schedules these tasks to occur periodically. The Automation Email feature sends a preconfigured tickler email when an Assessment/Remediation task is complete and when a policy is changed which has been changed since the task ran last time.

## Configure the Automated Email feature

The Automation Output feature must be configured before it can be used. Configuration is performed on the Automated Output tab on the global Settings dialog. To access this dialog, go to Settings on the Security Manager client application by clicking on the lines next to the user icon:



After clicking on the icon select the **Settings** menu as shown in next screen



The **Automated Email** settings are used to configure both the **Email Server Settings** used to send the email as well as **Automatic Email Notification Settings**.

### Settings

<b>My Preferences</b>	<b>Email Server Settings</b>	<b>Automatic Email Notification Settings</b>
General	SMTP Server <input type="text" value="Enter Server"/>	Automatic Email notification for policy change will be sent if a policy assigned to a task that has already been executed at least once has been modified and the task is executed again and for task results email notification will be sent only if Email Results has been enabled when creating/editing a task. The email and its attachments will be in English only.
Licenses	Port <input type="text" value="25"/>	Email Subject <input type="text" value="Enter Email Subject"/>
Instant-On Security	<input checked="" type="checkbox"/> Enable SSL	Recipient(s) <small>If entering multiple Email ids, separate them by a space, comma, or semi-colon.</small> <input type="text"/>
<b>Automated Email</b>	<input checked="" type="checkbox"/> Specify Credentials	From Email Address <input type="text" value="Enter Email Address"/>
Global Credentials	Username <input type="text" value="Enter Username"/>	<input type="button" value="Send Test Email"/>
Service Integration	Password <input type="text" value="Enter Password"/>	
	Domain <small>Not required for Web Mail Servers</small> <input type="text" value="Enter Domain"/>	

## Configure the Email Server Settings

The E-mail Settings group contains settings that identify the email server used to send emails and how to authenticate if required. These settings include the following:

**SMTP Server**—The hostname or IP address of the email server.

**Port**—The network port used to contact the email server.

**Enable SSL**—Enables or disables the use of SSL when working with the email server.

**Specify Credentials**—Specifies if user credentials are required. If selected, the Username, Password, and Domain fields are enabled.

**Username**—The username used to log in to the SMTP (email) server.

**Password**—The password used to log in to the SMTP server. This is a password text box, so the characters are hidden as they are entered.

**Domain**—If the username is related to a domain, the domain is required to qualify the username. This value is optional.

Complete the configuration

All the settings are saved to the database when the **Save** button is clicked.

## Configure the Automatic Notification Settings

The settings for the email message include the following:

**Email Subject**—The subject used in the email.

**Recipient(s)**—One or more recipient email addresses. If more than one address is specified, they must be separated by a space, comma, or semicolon.

**From Address**—The email address used for the sender in the email.

**Send Test Email** - A test email can be sent by clicking the Send Test E-mail button. This might take a second or two to complete.

Complete the configuration

All the settings are saved to the database when the **Save** button is clicked.

## Automated Emails

Automated Emails can be generated for remediation tasks (called Assess and Remediate) and for Policy Change Notification.

### Assessment/Remediate notifications

Automation Emails are supported for Assess and Remediate tasks (not for Assess Only tasks). These tasks can be scheduled when creating a New Task

**New Task**
? X

---

**Selected Groups**

Select Group(s)

If a selected group has sub-groups, a task is only created for the main group and the policy will be automatically applied to all of its sub-groups.

**Task Name**

**Task Type:**

Assess Only

Assess and Remediate

Email Results  
Email is in English language only.

**Policy:**

Select Policy
▼

**Frequency:**

Once

Daily

Weekly

Monthly

**Start Date:**

📅
Tuesday, 14 July, 2020

**Start Time:**

11 : 
 08
AM

Cancel
Save

If the **Email Results** checkbox is selected, an email will be sent when the task completes. This checkbox is visible only if the following occur:

A valid SMTP server name is entered in the global Settings dialog.

The task type is Assess and Remediate.

## Policy Change Notification

The default audit logging will log when a user has changed a policy. However, in order to detect this change, the HPSM administrator will have to go through the HPSM\_WebAudit.log (see [HP JetAdvantage Security Manager - Reporting, Email Alert Subscriptions & Remediation Summary, Auditing & Syslog Functionality](#)) in order to detect this. This is very cumbersome, while it's very important to know when a policy has been changed which is used in a re-occurring task. To simplify this policy change notification was added in HPSM 3.4: when a task is running and it's using a policy which has been changes since the task ran last time, then HPSM will report this. When enabled, this reporting is done in the following ways:

- An event is logged in the windows event log
- A report is created and stored in the directory  
C:\Program Files (x86)\HP JetAdvantage Security Manager\Reports
- Optional: An email will be send out an email to the configured email recipients and the email will have the Report attached. The Email Recipients have to be configured under Settings, Automated Email. See Appendix A for details.

Example of Policy Change Notification for a policy setting which was removed from the policy:

hp JetAdvantage Security Manager Report : **Policy Change Notification** Page 1 of 1  
 18 Mar 2020 | 02:45:20 PM  
This list provides a Policy Items that are modified between subsequent runs of the same Policy. The items are grouped by Display Category.

Policy :	<b>disable job log</b>	Last Run	18 Mar 2020   02:43:28 PM
Printing	> General		
<b>Internet Print Protocol (IPP)</b>			Excluded from the Policy

Example of a Policy Change Notification for a policy setting which had been configured with a different value:

hp JetAdvantage Security Manager Report : **Policy Change Notification** Page 1 of 1  
 18 Mar 2020 | 02:41:49 PM  
This list provides a Policy Items that are modified between subsequent runs of the same Policy. The items are grouped by Display Category.

Policy :	<b>disable job log</b>	Last Run	18 Mar 2020   02:34:11 PM
Printing	> General		
<b>Internet Print Protocol (IPP)</b>			Included in the Policy
Internet Print Protocol (IPP)			Old Value: true ; New Value: false

## Enabling/Disabling Policy Change Notification

In HPSM 3.5 this functionality is disabled by default. This can be enabled by updating the following entries in HPSM service configuration file (HPSM\_service.exe.config) to false:

```
<!-- Enable/Disable Policy Change Notification-->
<add key="enablePolicyChangeNotification" value="false" />
<add key="emailPolicyChangeNotification" value="false" />
```

After making the changes the HP Jetadvantage Security Manager service will have to be restarted.

The option enablePolicyChangeNotification enables/disables the Policy Change Notification, the event viewer entries and the pdf files in the Reports directory. On top of that the emailPolicyChangeNotification can be enabled (set to true). The email Policy Change Notifications will only occur if both options are set to true.

## Contents of the email message

The email message is intended to be a tickler to remind an administrator that a remediation ran or that a policy which is used in a scheduled task has been changed. These message, like all emails, typically go over the network in clear text, so only minimal information is included in the email. The email contains Task Details (task name, policy name, and device group) and Assessment & Remediation Results.

14 JULY 2020 13:07

An Assessment/Remediation task has been run by HP JetAdvantage Security Manager.  
The results are summarized below:

## Task Details

Task Name: Disable telnet

Policy Name: telnet

Device Group: test

Total Devices: 3

## Assessment & Remediation Results

**2 Device(s) unassessed, of these:**

1 - Credentials Failed

1 - Good

**1 Device(s) with Medium Risk Issues remaining**

**Total Score = 3 (0\*10 (high) + 1\*3 (medium) + 0 (low))**

Thank you for your business,

HP JetAdvantage Security Manager

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### *Sample Email Notification*

The email can list the following under the **Assessment & Remediation Results** heading:

**X Device(s) were unassessed, of these:**

- X1– No Information
- X2– Network Connection Error
- X3– Device(s) Not Supported
- X4– Connection Refused
- X5– Credentials Failed
- X6– Device(s) Not Authorized
- X7– License Required for Assessment
- X8– Hostname Resolution Error
- X9– General Error
- X10– Good

**Y Device(s) with Low Risk Issues remaining**

**Z Devices(s) with Medium Risk Issues remaining**

## W Device(s) with High Risk Issues remaining

If X,Y or Z is zero, then the corresponding line will not be displayed.

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