

The 'Logs' tab shows all events that occurred on a specific device. This contrasts to 'Dashboard' > 'Audit Logs', which shows events on all devices.

- Login to ITarian
- Click 'Applications' > 'Endpoint Manager'
- Click 'Devices' > 'Device List'
- Click the 'Device Management' tab
- Click the name of a Windows device
- Click the 'Logs' tab

Device Name	Summary	Networks	Associated Profiles	Software Inventory	MSI Installation State	Patch Management	Groups	Logs
Alert Logs	Monitoring Logs	Script Logs	Patch Logs	Third Party Patch Logs	Installation Logs	Uninstallation Logs	Discovery Logs	
ALERT NAME	TRIGGER NAME				TRIGGER TYPE		HITS COUNT (24H PERIOD)	
Custom Alert	Second Monitor [Suspicious Files Folder for John]				Monitor		1	
Default Alert	OS Patch Event				Monitor		0	
Default Alert	CPU1 [Finance Department Windows Computers]				Monitor		0	

There are eight types of a log, each on a different tab. Each row in these tabs is a specific event.

General Notes

- The first column shows the template that caused the log to be generated. This could be a named monitor, procedure, or discovery task.
 - You can manage these templates in 'Configuration Templates' > 'Alerts' / 'Procedures' / 'Monitors'
 - The 'Alert Logs' tab has a slightly different layout. The template is shown in the 'Trigger Name' column
- The last column, 'Details', shows the contents of the log. Click this to view all activities in the event.
 - Again, this is slightly different in the 'Alert Logs' tab. 'Details' is replaced with 'Hit Count'.

Click on the following for details about each type of log:

- [Alert Logs](#)
- [Monitoring Logs](#)
- [Script Logs](#)
- [OS Patch Logs](#)
- [Third Party Patch Logs](#)

- [Installation Logs](#)
- [Uninstallation Logs](#)
- [Discovery Logs](#)

Alert Logs - An alert is a notification which informs admins if a procedure fails, or when certain conditions are met in a monitor.

ALERT NAME	TRIGGER NAME	TRIGGER TYPE	HITS COUNT (24H PERIOD)
Custom Alert	Second Monitor [Suspicious Files Folder for John]	Monitor	16
Default Alert	Run system cleanup	Procedure	1
Default Alert	CPU1 [Finance Department Windows Computers]	Monitor	1

For example, 'Generate an alert if CPU usage exceeds 90%', or 'Alert me when all Windows patches have been installed'.

Alert Name - The alert template used in the event.

- An alert template is just a collection of settings that determine alert recipients, information included, priority, etc. The alert template does not specify the conditions under which the alert was generated.
- The 'Trigger Name' is the procedure/monitor that actually caused the event. You also enable or disable the alert itself from the procedure/monitor edit screen.
- You apply the alert template to a procedure/monitor to define the scope of the alert.
- In the standard workflow, all procedures and monitors have the 'Default Alert' template applied to them.
- You can also create your own alert templates. [Click here](#) for help to manage alert templates.

Trigger Name - The monitor or procedure that caused the alert.

- Procedures – An alert is created if a procedure fails. [Click here](#) for help on procedures.
- Monitors – An alert is created when one or more of the monitor's conditions are met. [Click here](#) for help on monitors.

Trigger Type – Can be 'Monitor' or 'Procedure' as explained above.

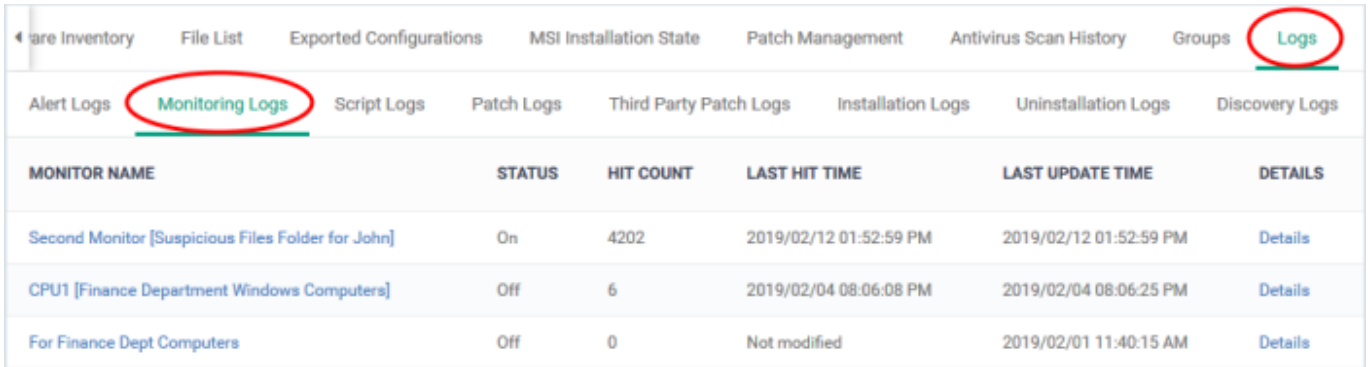
Hit Count (24 H Period) - The number of times this condition was triggered in the past 24 hours.

Monitoring Logs - Shows events that met the conditions of a monitor.

- A monitor is a routine which keeps track of specific items on an endpoint. For example, you may set a

monitor to track disk usage and alert you if it goes above a certain %.

- You can also configure a monitor to run a procedure, or create a service desk ticket if its conditions are met.
- You first create a monitor then you add it to the 'Monitoring' section of a profile.



The screenshot shows a navigation menu at the top with items: Home Inventory, File List, Exported Configurations, MSI Installation State, Patch Management, Antivirus Scan History, Groups, and Logs (circled in red). Below the menu is a sub-menu with Alert Logs, Monitoring Logs (circled in red), Script Logs, Patch Logs, Third Party Patch Logs, Installation Logs, Uninstallation Logs, and Discovery Logs. The main content area is a table with the following data:

MONITOR NAME	STATUS	HIT COUNT	LAST HIT TIME	LAST UPDATE TIME	DETAILS
Second Monitor [Suspicious Files Folder for John]	On	4202	2019/02/12 01:52:59 PM	2019/02/12 01:52:59 PM	Details
CPU1 [Finance Department Windows Computers]	Off	6	2019/02/04 08:06:08 PM	2019/02/04 08:06:25 PM	Details
For Finance Dept Computers	Off	0	Not modified	2019/02/01 11:40:15 AM	Details

- **Monitor name** - The monitor that was triggered to create the log.
 - Click the name to view and manage the settings of the monitor.
- **Status** - Whether or not the monitor is currently active on the device.
- **Hit count** - The number of times the monitored condition was breached during the last 24 hours.
- **Last hit time** - Date and time the monitored rule was last broken.
- **Last update time** - Date and time when the information was last refreshed.
- **Details** - Click the 'Details' link to see all activities in the event.

File List Exported Configurations MSI Installation State Patch Management Antivirus Scan History Groups **Logs**

Alert Logs **Monitoring Logs** Script Logs Patch Logs Third Party Patch Logs Installation Logs Uninstallation Logs

MONITOR NAME	STATUS	HIT COUNT	LAST HIT TIME	LAST UPDATE TIME	DETAILS
Second Monitor [Suspicious Files Folder for John]	On	904	2019/01/03 10:41:43 AM	2019/01/03 10:41:43 AM	Details

Second Monitor [Suspicious Files Folder for John] - Log Details ← Back

Logs Tickets Statuses

TIME	STATUS	ADDITIONAL INFORMATION
2019/01/03 10:41:43 AM	ON	Process Monitor : Condition: firefox.exe is running - Status is running AND CPU
2019/01/03 10:41:37 AM	ON	Process Monitor : Condition: firefox.exe is running - Status is running AND CPU
2019/01/03 10:41:16 AM	ON	Process Monitor : Condition: firefox.exe is running - Status is running AND CPU
2019/01/03 10:41:08 AM	ON	Process Monitor : Condition: firefox.exe is running - Status is running AND CPU

Details are shown in three tabs:

- **Logs** - Date and time the event occurred. It also shows the monitoring rule that detected the event.
- **Tickets** - Shows any service desk tickets created by the events.
- **Statuses** - Shows the current status of all conditions monitored on the device.

Script Logs - Shows script procedures that were manually run on Windows devices, and scripts that were auto-run via a profile.

- EM ships with a number of pre-defined script procedures for various tasks. For example, 'Get Software Inventory', 'Enable Windows Firewall', 'Check Disk Errors'. You can also compose your own Python scripts in the built-in editor.
- Script procedures can be added to a profile and run at a scheduled time. You can also manually run them on target devices at any time
 - [Click here](#) if you want more help with procedures.
- A log is created each time a script procedure runs. The log contains details about the script and states whether it executed successfully.

PROCEDURE NAME	STARTED AT	STARTED BY	LAUNCH TYPE	EXECUTED BY	FINISHED AT	STATUS	LAST STATUS UPDATE	DETAILS
Greet User	2019/02/12 02:03:37 PM	herculespopular22@gmail.com	Run Over	LocalSystem User	2019/02/12 02:03:38 PM	Finished success	2019/02/12 02:03:38 PM	Details
Run system cleanup	2019/02/07 05:14:46 PM	Profile for Windows Maintenance	Scheduled	Logged in User	2019/02/07 05:14:46 PM	Failed	2019/02/07 05:14:46 PM	Details
Lock the workstation if it is inactive for more than threshold time	2019/02/06 12:30:00 PM	Patch Procedure	Scheduled	LocalSystem User	2019/02/06 12:30:03 PM	Finished success	2019/02/06 12:30:03 PM	Details

- **Procedure Name** - The label of the script procedure that was run on the device.
 - Click the procedure name to view script details.
- **Started by** - Who or what launched the procedure.
 - A profile name is shown here if the script was scheduled in a profile.
 - An admin's name or email is shown if the procedure was run manually.
- **Launch type** - How the procedure was launched. This is linked to the 'Started by' column:
 - Scheduled - The script ran because it was scheduled in a profile.
 - Run over - The script was manually run by an admin.
- **Executed By** - The user account type used by EM to execute the procedure.
- **Finished At** - Date and time the procedure completed.
- **Status** - Whether the script successfully executed or not.
 - You can configure an alert if a procedure deployment fails.
- **Last Status Update** - The date and time the information was last updated.
- **Details** - Click the 'Details' link to view a log of the procedure's execution.

File List Exported Configurations MSI Installation State Patch Management Antivirus Scan History Groups **Logs**

Alert Logs Monitoring Logs **Script Logs** Patch Logs Third Party Patch Logs Installation Logs Uninstallation Logs

PROCEDURE NAME	STARTED AT	STARTED BY	LAUNCH TYPE	EXECUTED BY	FINISHED AT	STATUS	LAST STATUS UPDATE	DETAILS
Install Cobian Backup 11 software	2019/02/12 02:12:28 PM	herculespopular22@gmail.com	Run Over	LocalSystem User	2019/02/12 02:12:32 PM	Failed	2019/02/12 02:12:32 PM	Details
Greet User	2019/02/12 02:12:28 PM	herculespopular22@gmail.com	Run Over	LocalSystem User	2019/02/12 02:12:28 PM	Success	2019/02/12 02:12:28 PM	Details

Log Detail ← Back

Statuses Tickets

TIME	STATUS	ADDITIONAL INFORMATION
2019/02/12 02:12:32 PM	Failed	<pre> Traceback (most recent call last): File "<string>", line 84, in <module> File "<string>", line 69, in Download File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 154, in urlopen return opener.open(url, data, timeout) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 437, in open response = meth(req, response) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 550, in http_re 'http', request, response, code, msg, hdrs) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 469, in error result = self._call_chain(*args) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 409, in _call_c result = func(*args) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 656, in http_er return self.parent.open(new, timeout=req.timeout) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 437, in open response = meth(req, response) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 550, in http_re 'http', request, response, code, msg, hdrs) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 475, in error return self._call_chain(*args) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 409, in _call_c result = func(*args) File "C:\Program Files\COMODO\Comodo ITSM\lib\urllib2.py", line 558, in http_er raise HTTPError(req.get_full_url(), code, msg, hdrs, fp) urllib2.HTTPError: HTTP Error 404: Not Found </pre>
2019/02/12 02:12:28 PM	Started	

Details are shown over two tabs:

- **Statuses** - Date and time that each stage of the procedure ran, its success status, and result.
- **Tickets** - Shows Service Desk tickets generated because of a failed procedure.

Log Detail		
Statuses Tickets	← Back	
LINK	STATUS	CREATED ON
https://frontfork.staging.servicedesk.comodo.com/scp/tickets.php?id=133	Open	2018/09/06 11:57:03 AM
Results per page: <input type="text" value="20"/>	Displaying 1 of 1 results	

Patch Logs – Operating system patch procedures that ran as part of a profile, or were manually run by an admin.

- You can view and create procedures at 'Configuration Templates' > 'Procedures' > 'Predefined Procedures' > 'Patch Deployment'
- [Click here](#) if you want more help on procedures

A log is created each time a patch procedure runs. The log contains details about the patch and states whether or not it ran successfully.

PROCEDURE NAME	STARTED AT	STARTED BY	LAUNCH TYPE	FINISHED AT	STATUS	LAST STATUS UPDATE	DETAILS
Security patch updates	2019/02/06 12:35:00 PM	Patch Procedure	Scheduled	2019/02/06 12:35:20 PM	Finished success	2019/02/06 12:35:20 PM	Details
Security patch updates	2019/02/05 12:35:00 PM	Patch Procedure	Scheduled	2019/02/05 12:36:18 PM	Finished success	2019/02/05 12:36:18 PM	Details
Security patch	2019/02/04	Patch	Scheduled	2019/02/04	Finished	2019/02/04 12:35:18 PM	Details

- **Procedure Name** - Click the procedure name to view its details.
- **Started at** - Date and time the procedure commenced.
- **Started by** - Who or what launched the procedure.
 - A profile name is shown here if the script was scheduled in a profile.
 - An admin's name or email is shown if the procedure was run manually.
- **Launch type** - This is linked to the 'Started by' column:
 - Scheduled - The script ran because it was scheduled in a profile.

- Run over - The script was manually run by an admin.
- **Finished At** - The date and time the procedure completed.
- **Status** – Indicates whether the patch is installed, not yet installed, or installed but the endpoint needs rebooting
- **Last Status Update** - The date and time when the information was last updated.
- **Details** - Click the 'Details' link to view a log of the procedure's execution.

PROCEDURE NAME	STARTED AT	STARTED BY	LAUNCH TYPE	FINISHED AT	STATUS	LAST STATUS UPDATE	DETAILS
Security patch updates	2019/02/06 12:35:00 PM	Patch Procedure	Scheduled	2019/02/06 12:35:20 PM	Finished success	2019/02/06 12:35:20 PM	Details
Security patch updates	2019/02/05 12:35:00 PM	Patch Procedure	Scheduled	2019/02/05 12:36:18 PM	Finished success	2019/02/05 12:36:18 PM	Details
Security patch	2019/02/04	Patch		2019/02/04	Finished	2019/02/04 12:35:18 PM	Details

Log Detail ← Back

[Statuses](#) [Tickets](#)

TIME	STATUS	ADDITIONAL INFORMATION
2019/02/06 12:35:20 PM	Finished success	Procedure operation succeeded.
2019/02/06 12:35:19 PM	In progress	Resolving Procedure is completed successfully.
2019/02/06 12:35:00 PM	Started	Resolving Procedure is started.

Results per page: Displaying 1-3 of 3 results

Details are shown across two tabs:

- **Statuses** - Date and time that each stage of the procedure ran, its success status, and result.
- **Tickets** - Shows Service Desk tickets generated because of a failed procedure.

Log Detail		
Statuses Tickets		
LINK	STATUS	CREATED ON
https://coyote.servicedesk.comodo.com/scp/tickets.php?id=780	Open	2018/03/19 12:22:25 PM
https://coyote.servicedesk.comodo.com/scp/tickets.php?id=780	Open	2018/03/19 12:16:57 PM

Third party patch logs – Procedures to patch 3rd party software on the devices. It contains logs of procedures that ran as part of a profile or were manually run by an admin.

- You can view and create procedures at 'Configuration Templates' > 'Procedures' > 'Predefined Procedures' > 'Patch Deployment'
- [Click here](#) if you want more help on procedures

A log is created each time a patch procedure runs. The log contains details about the patch and states whether or not it ran successfully.

File List Exported Configurations MSI Installation State Patch Management Antivirus Scan History Groups Logs							
Alert Logs		Monitoring Logs		Script Logs		Patch Logs	
Third Party Patch Logs		Installation Logs		Uninstallation Logs		Discovery Logs	
PROCEDURE NAME	STARTED AT	STARTED BY	LAUNCH TYPE	FINISHED AT	STATUS	LAST STATUS UPDATE	DETAILS
On-demand patching	2018/09/06 10:42:37 AM	herculespopular22@gmail.com	On Demand	2018/09/06 10:43:53 AM	Overall operations success	2018/09/06 10:43:53 AM	Details
On-demand patching	2018/09/06 09:50:48 AM	herculespopular22@gmail.com	On Demand	2018/09/06 09:52:47 AM	Overall operations fail	2018/09/06 09:52:47 AM	Details

- **Procedure Name** - Click the procedure name to view its details.
- **Started at** - Date and time the procedure commenced.
- **Started by** - Who or what launched the procedure.
 - A profile name is shown here if the script was scheduled in a profile.
 - An admin's name or email is shown if the procedure was run manually.
- **Launch type** - This is linked to the 'Started by' column:
 - Scheduled - The script ran because it was scheduled in a profile.
 - Run over - The script was manually run by an admin.
- **Finished At** - The date and time the procedure completed.
- **Status** – States whether the procedure was successful or not.

o You can set an alert if a procedure fails.

- **Last Status Update** - The date and time when the information was last updated.
- **Details** - Click the 'Details' link to view a log of the procedure's execution.

PROCEDURE NAME	STARTED AT	STARTED BY	LAUNCH TYPE	FINISHED AT	STATUS	LAST STATUS UPDATE	DETAILS
On-demand patching	2018/09/06 10:42:37 AM	herculespopular22@gmail.com	On Demand	2018/09/06 10:43:53 AM	Overall operations success	2018/09/06 10:43:53 AM	Details
On-demand patching	2018/09/06 10:42:37 AM	herculespopular22@gmail.com	On Demand	2018/09/06 10:43:53 AM	Overall operations success	2018/09/06 10:43:53 AM	Details

TIME	STATUS	ADDITIONAL INFORMATION
2018/09/06 10:43:53 AM	Overall operations success	All Operations are finished successfully.
2018/09/06 10:43:53 AM	Operation finished success	Script runner exited normally with exit code 0. Operation probably completed for Opera Stable
2018/09/06 10:42:37 AM	Operation started	Operation is in progress for Opera Stable 54.0.2952.41.
2018/09/06 10:42:37 AM	Operation resolve success	Resolving Operation is completed.

Details are shown across two tabs:

- **Statuses** - Date and time that each stage of the procedure ran, its success status, and result.
- **Tickets** - Shows Service Desk tickets generated because of a failed procedure.

LINK	STATUS	CREATED ON
No results found.		

Installation Logs - Shows installations of third party applications from the Windows application Store ('Application Store' > 'Windows Application Store').

- See this [wiki](#) for help to deploy applications from the store to managed devices

A log is created each time an application is remotely installed on a device. The log contains details about the installation, and whether or not it was successful.

PROCEDURE NAME	STARTED AT	STARTED BY	LAUNCH TYPE	FINISHED AT	STATUS	LAST STATUS UPDATE	DETAILS
On-demand installation	2018/09/06 11:57:29 AM	herculespopular22@gmail.com	On Demand	2018/09/06 12:01:38 PM	Overall operations success	2018/09/06 12:01:38 PM	Details
On-demand installation	2018/09/06 11:42:17 AM	herculespopular22@gmail.com	On Demand	2018/09/06 11:42:17 AM	Overall operations fail	2018/09/06 11:42:17 AM	Details

- **Procedure Name** - The only possible value is 'On-demand installation'. This means the app was pushed from 'Application Store' > 'Windows Application Store'.
- **Started at** - The date and time the installation commenced.
- **Started by** - The admin who started the remote installation.
- **Launch type** - The only possible value is 'On Demand'. This means the install was manually run by an admin from the EM console.
- **Finished At** - The date and time the procedure completed.
- **Status** - States whether the procedure was successful or not.
- **Last Status Update** - The date and time when the information was last updated.
- **Details** - Click the 'Details' link to view a log of the procedure's execution.

Uninstallation Logs - Logs about the removal of third party applications from devices.

There are two ways in which you can remotely uninstall applications:

'Device Details' interface – Uninstall apps from an individual device.

- Click 'Devices' > 'Device List' > 'Device Management'
- Click the name of a Windows device and select the 'Software Inventory' tab
- Select the applications and click 'Uninstall Selected Application' on the top

'Global Software Inventory' interface – Uninstall apps from all managed devices.

- Click 'Application' > 'Global Software Inventory'
- Select the application to be uninstalled
- Click 'Uninstall' on the top

A log is created each time an application is remotely removed from a device.

- **Procedure Name** - The only possible value is 'On-demand Uninstallation'.
- **Started at** - Date and time the uninstall began.
- **Started by** - The admin who started the uninstall operation.
- **Launch type** - Shows whether the uninstall was scheduled or manual. The only possible value is 'On Demand'.
- **Finished At** - The date and time the procedure completed.
- **Status** - States whether the procedure was successful or not.
- **Last Status Update** - The date and time when the information was last updated.
- **Details** - Click the 'Details' link to view a log of the uninstallation stages

Discovery Logs – Shows network discovery scans run from the device.

- Any managed Windows device can be used as a probe device to run discovery scans on a network.
- The discovery logs tab shows any such scans run from this device.
 - See [this wiki](#) if you want to learn more about network discovery scans.

DISCOVERY NAME	STATUS	STARTED AT	STARTED BY	FINISHED AT	LAUNCH TYPE	DISCOVERY TYPE	DETAILS
Saddle Company Discovery	Finished	2019/02/07 ...	herculespop...	2019/02/07 ...	On Demand	By Network	Details
New Discovery	Finished	2019/02/06 ...	herculespop...	2019/02/06 ...	On Demand	By Network	Details
New Discovery	Finished	2019/02/06 ...	herculespop...	2019/02/06 ...	On Demand	SNMP	Details

- **Discovery Name** - Click the discovery name to view its details.

- **Status** - States whether the procedure was successful or not.
- **Started At** - Date and time the procedure commenced.
- **Started By** - The admin who launched the scan.
- **Finished At** - Date and time the scan ended.
- **Launch Type** - How the scan was started. For example, 'On Demand' means it was manually started by an admin.
- **Type of Discovery** - Can be an SNMP scan or network (IP) scan.
- **Details** - Click the 'Details' link for more information about the scan. For example, this will tell you the number of devices found and their names.

The screenshot shows a web application interface with a navigation menu at the top. The 'Logs' section is active, and 'Discovery Logs' is selected. Below the navigation is a table with the following columns: DISCOVERY NAME, STATUS, STARTED AT, STARTED BY, FINISHED AT, LAUNCH TYPE, DISCOVERY TYPE, and DETAILS. The first row shows 'Saddle Company Discovery' with a status of 'Finished', started on 2019/02/07 by 'herculespop...', finished on 2019/02/07, launched 'On Demand', and discovered 'By Network'. The 'Details' link for this entry is circled in red. A red arrow points from this link to the 'Log Detail' section below. The 'Log Detail' section has a 'Back' button and a table with columns: TIME, STATUS, and ADDITIONAL INFORMATION. The log entry shows the time '2019/02/07 12:16:36 PM', status 'Finished', and additional information: 'Devices discovered by this probe: 12' and a link 'Click here to see list of devices discovered by this discovery.'

DISCOVERY NAME	STATUS	STARTED AT	STARTED BY	FINISHED AT	LAUNCH TYPE	DISCOVERY TYPE	DETAILS
Saddle Company Discovery	Finished	2019/02/07 ...	herculespop...	2019/02/07 ...	On Demand	By Network	Details

TIME	STATUS	ADDITIONAL INFORMATION
2019/02/07 12:16:36 PM	Finished	Devices discovered by this probe: 12 Click here to see list of devices discovered by this discovery.

- Click the 'Click here' link to view the devices found by the scan.