

Extension of Audit Logs (5.2)

2017-03-13 - Lauren Cumming - Comments (0) - Product

We have now moved the Audit Log section from 'Server', which until now has only been accessible to our On-Premise clients, to 'Agents' in the admin section. Cloud accounts can now access these logs and track down changes that have been made to their helpdesk. You can now check for changes to the following areas:

- Tickets
- Users
- Organizations
- Portal
- Settings

Audit Logs

| | | | | | |
|--------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Performer ID | <input type="text"/> | Performer | <input type="text"/> | API Key ID | <input type="text"/> |
| Type | <input type="text"/> | Object id | <input type="text"/> | Record Name | <input type="text"/> |
| Action | <input type="text"/> | Date created from/to | <input type="text"/> | <input type="text"/> | |

FilterClear filters

Delete logs: Older than 1 day

| ID | Record | Record Name | Action |
|----|----------------------|---|------------------------|
| 81 | ID: 536 PersonEmail | PersonEmail-536 | people_emails.update |
| 80 | PersonEmail | PersonEmail- | people_emails.update |
| 79 | ID: 18 TicketTrigger | TicketTrigger-18 | ticket_triggers.insert |
| 78 | ID: 17 TicketTrigger | TicketTrigger-17 | ticket_triggers.insert |
| 77 | ID: 16 TicketTrigger | TicketTrigger-16 | ticket_triggers.insert |
| 76 | Setting | *core.round_robin.enabled* setting | settings.replace |
| 75 | ID: 1 Template | DeskPRO:emails_user:ticket-new-validate-email.html.twig | templates.insert |
| 74 | ID: 4 Usergroup | All Non-Destructive Permissions | usergroups.update |
| 73 | ID: 3 Usergroup | All Permissions | usergroups.update |
| 72 | Setting | *core.problems.enabled* setting | settings.replace |