

Open-Audit Support Information

The Support Page

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Opmantek will usually request the Install Support JSON file and (if required) the Discovery Support export file. These allow us to examine more closely how your server is operating, without the need for an initial set of back-and-forth questions (saving both you and Opmantek time).

Install Support

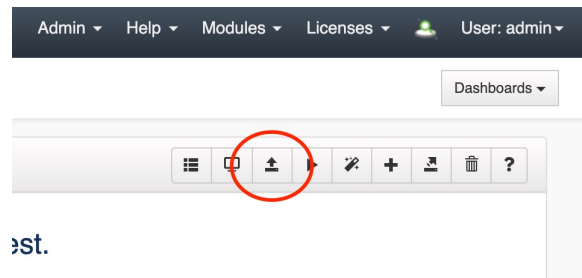
From version 1.3.2 Open-Audit includes a page titled Support. It is available at Menu -> Help -> Support. This is to be used as the first point of call when troubleshooting Open-Audit issues. You can click the Export button on the top right to retrieve this as a JSON file (to be added to the support ticket / email).

Discovery Support

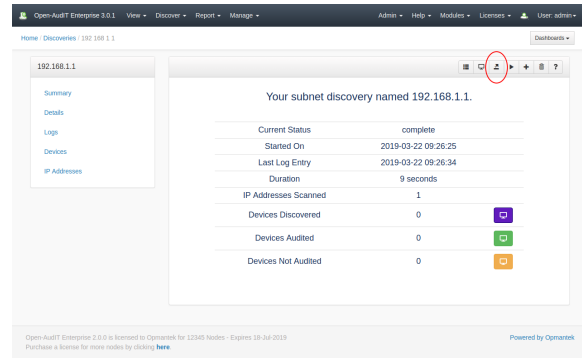
When investigating a Discovery, support will request the Exported Discovery Logs. To retrieve these, go to menu -> Discoveries -> List Discoveries. View the discovery in question, then click the Export Logs button in the top right toolbar.

This will provide the discovery settings, device list as well as the logs for this particular discovery.

NOTE - As at version 3.3.0, the icon will change to the below.



Below is for versions prior to 3.3.0.

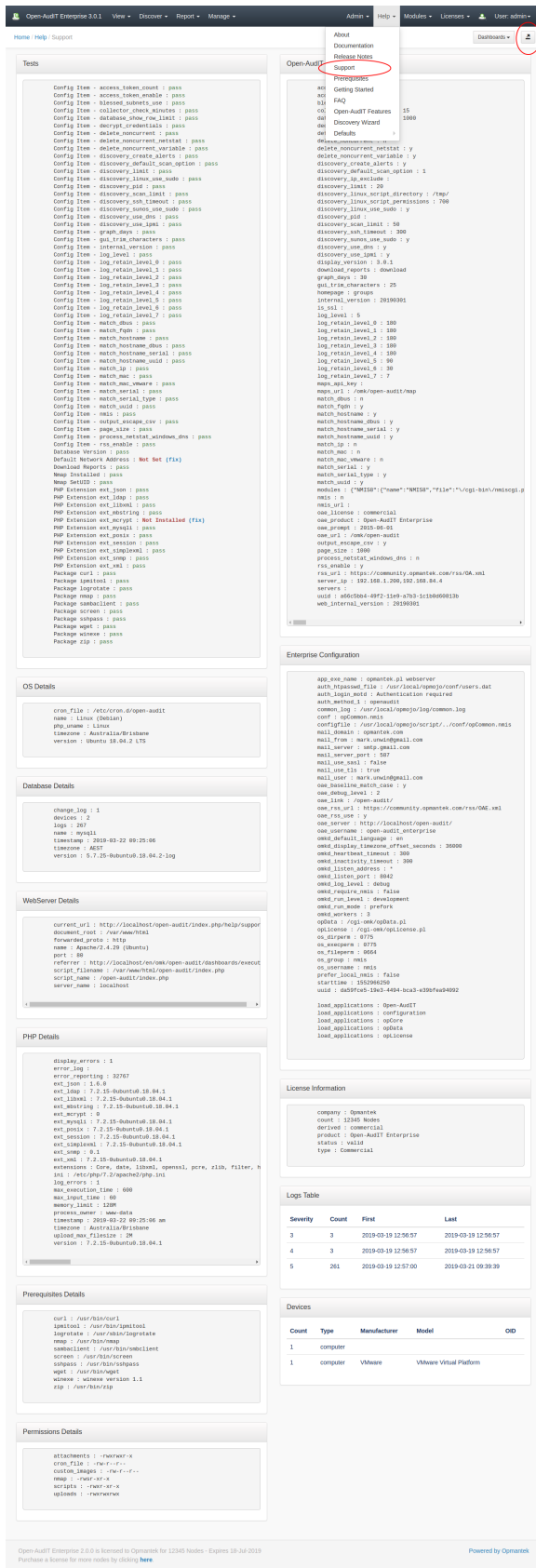


LDAP Support

If you're having trouble logging in to Open-Audit using LDAP, the following will help diagnose what the issue is.

Log on to the console of the Open-Audit server and run the below to increase the log level.

Windows



```
c:\xampp\mysql\bin\mysql.exe -u openaudit -popenauditpassword openaudit -e "UPDATE configuration SET value = 7 WHERE name = 'log_level';"
```

Linux

```
mysql -u openaudit -popenauditpassword openaudit -e "UPDATE configuration SET value = 7 WHERE name = 'log_level';"
```

Next, attempt to log in to Open-Audit using your LDAP account. Assuming that fails, go back to the console and run the below.

Windows

```
c:\xampp\mysql\bin\mysql.exe -u openaudit -popenauditpassword openaudit -e "UPDATE configuration SET value = 5 WHERE name = 'log_level';"
```

```
c:\xampp\mysql\bin\mysql.exe -u openaudit -popenauditpassword openaudit -e "SELECT * FROM logs;" > logs.txt
```

Linux

```
mysql -u openaudit -popenauditpassword openaudit -e "UPDATE configuration SET value = 5 WHERE name = 'log_level';"
```

```
mysql -u openaudit -popenauditpassword openaudit -e "SELECT * FROM logs;" > logs.txt
```

Next, attach the logs.txt file to your support email or Jira ticket.

Feel free to look through the logs.txt file for entries with a severity level lower than 7 (7 is debug). Any actual problems should usually be logged with a level lower than 7, but for completeness, a 7 is best when trying to find an issue.