

LepideAuditor Suite

Troubleshooting Guide

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Introduction

This document highlights the common issues a user may face while installing or using LepideAuditor Suite and shows you how to overcome them.

Why are the auditing logs not being displayed in LepideAuditor Suite after the installation

Causes

1. Auditing is not enabled at the domain.
2. Auditing has been disabled automatically.
3. Event Log is full.

Solution 1

Please make sure that auditing is enabled properly on the added domain. If auditing is not enabled, you have to enable it manually. Please refer to ["Enable Auditing Manually"](#) document to find out how.

Solution 2

Sometimes domain auditing is disabled automatically because of a particular group policy. If you have enabled auditing through the solution or manually, perform the following steps:

1. Open Event Viewer at the server.
2. Check "Security" logs.
3. Please check whether the following event IDs are being generated on the domain controller.
 - a. If LepideAuditor Suite up to 16.3 version is installed, please check Event ID 4662 is being generated or not for Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2, and Windows Server 2016.
 - b. If LepideAuditor Suite 16.4 version is installed, please check whether following Event IDs are being generated or not for Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2, and Windows Server 2016.
 - i. Event ID 5137 for creating any object
 - ii. Event ID 5136 for modifying any object
 - iii. Event ID 5138 for undeleting any object
 - iv. Event ID 5139 for moving any object



- v. Event ID 5141 for deleting any object
 - c. If LepideAuditor Suite 16.3 is installed, please check Event ID 566 is being generated or not for Windows Server 2003 and Windows Server 2003 R2. LepideAuditor Suite 16.4 does not support Windows Server 2003 / 2003 R2.
 4. If these events are not being generated, then it means auditing is not enabled or being disabled automatically after a frequent interval. This can be because of a Group Policy applied on the server.
 5. To rectify this issue, run "GPMC.msc" in Run or CMD prompt, to open Group Policy Management Console.

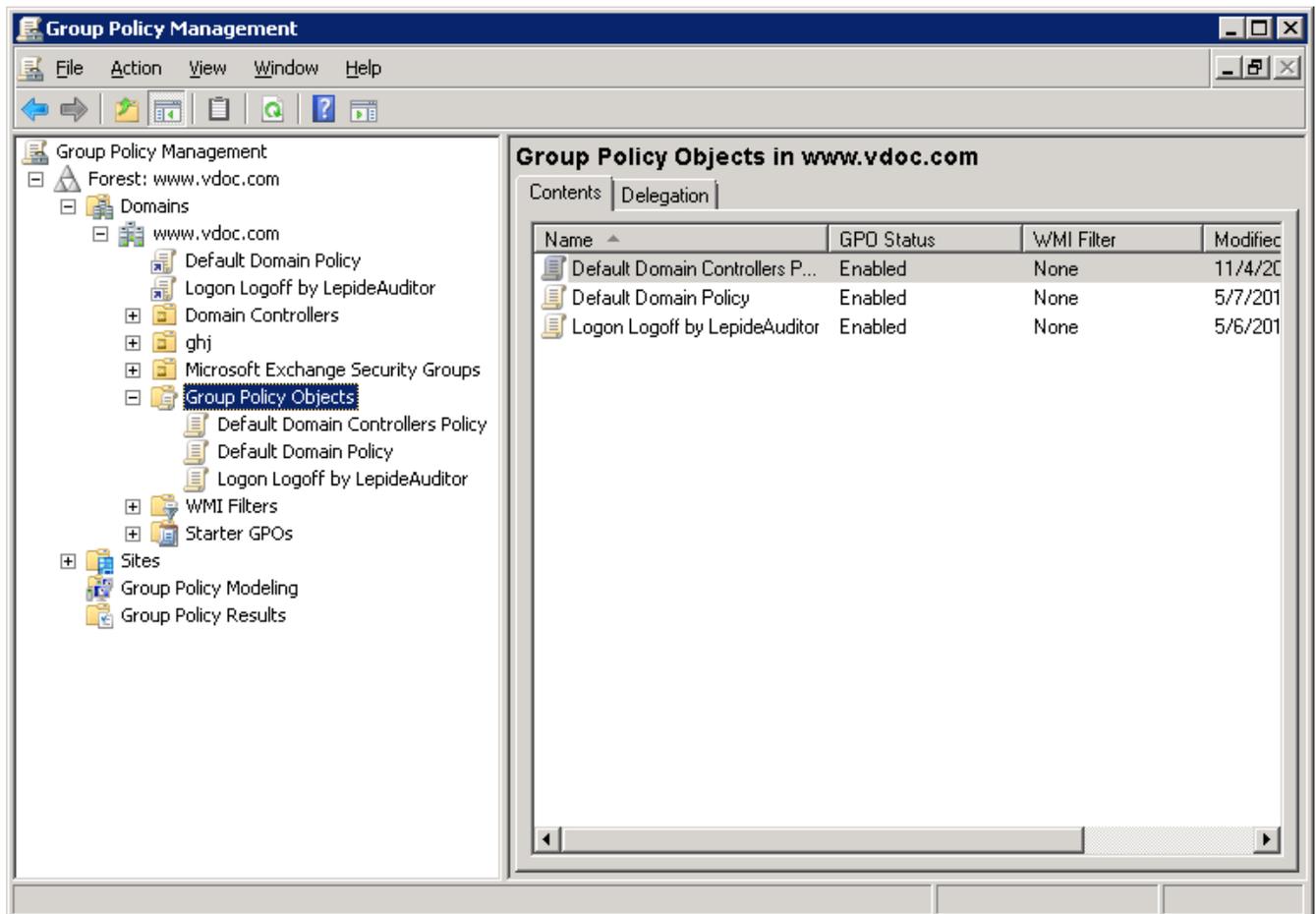


Figure 1: Group Policy Objects in GPMC

6. Browse to root node → Forest → Domains → www.domain.com → Group Policy Objects. It lists all Group Policy Objects for the domain.
7. Now, you have to perform the following steps on all Group Policy Object nodes listed under "Group Policy Objects".
 - a. Right click on a GPO.



Figure 2: Right click on a GPO

- b. Select "Edit" to open "Group Policy Management Editor."
- c. Go to "Default Domain Controllers" → "Computer Configuration" → "Policies" → "Windows Settings" → "Security Settings" → "Local Policies"
- d. Select "Security Options" lists all its Group Policies in the right panel.
- e. Double click "Audit: Force audit policy subcategory settings (Windows Vista or later) to override audit policy category settings" to access its properties.

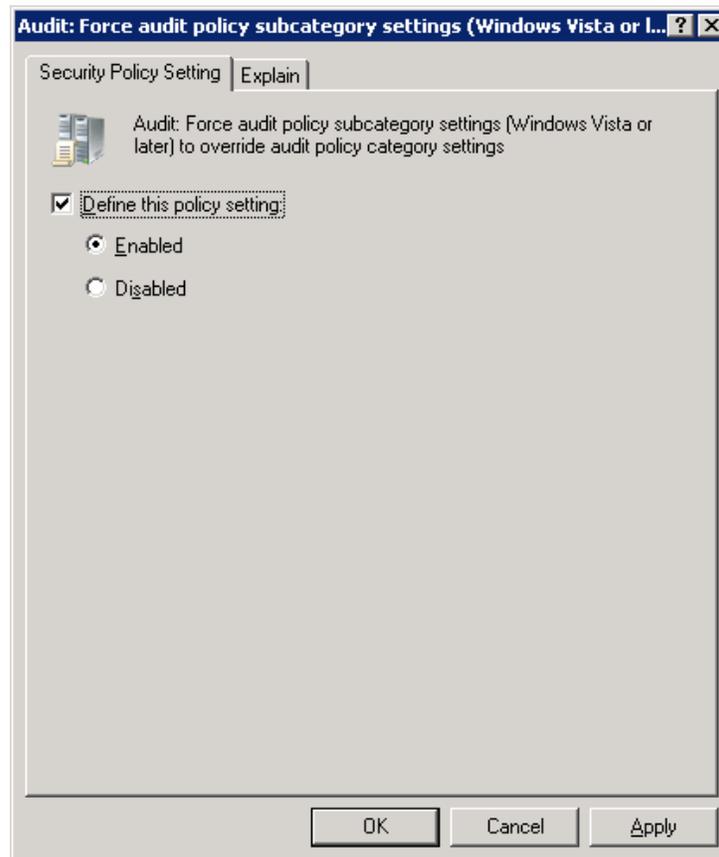


Figure 3: Properties of Group Policy

- f. Please make sure that "Define this policy" check box should be unchecked and the options to "Enable" or "Disable" should be disabled.
- g. If not, uncheck "Define this policy setting".

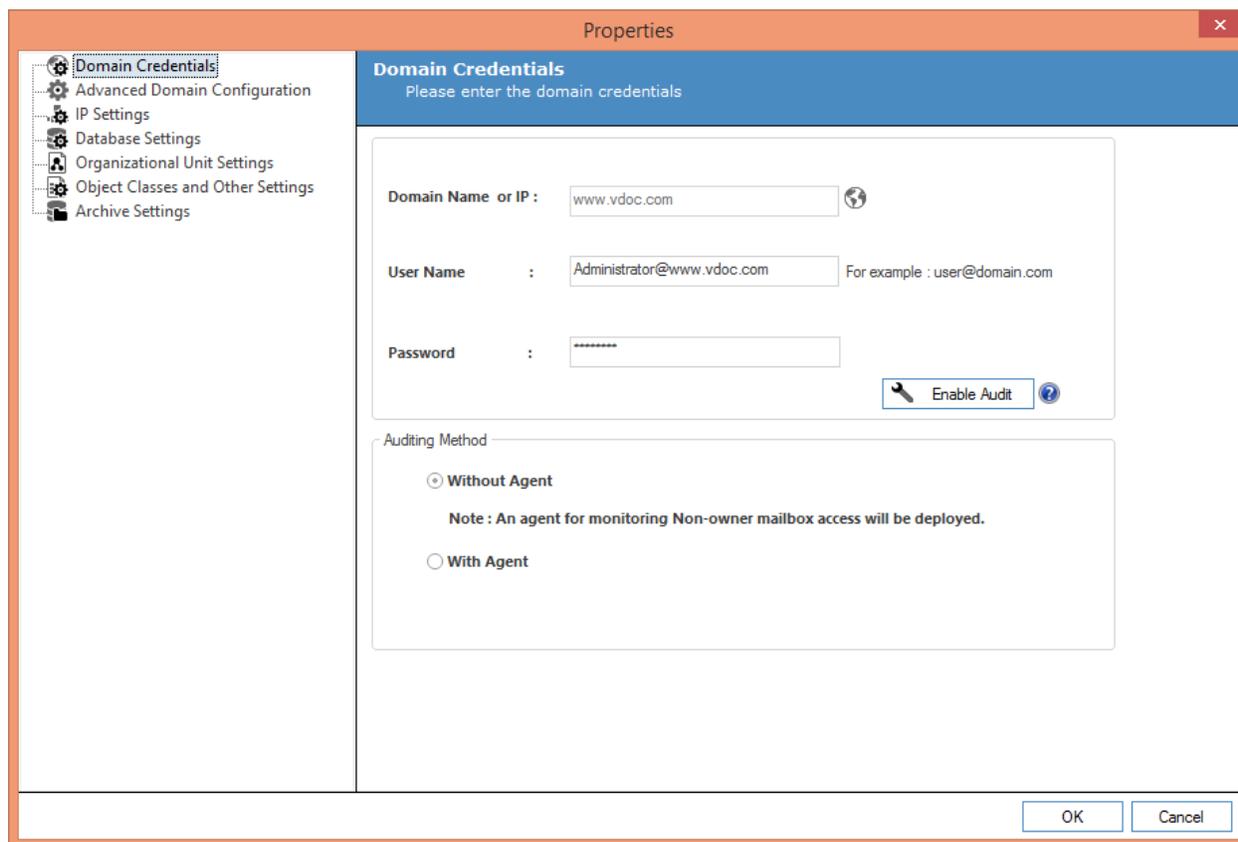


Figure 5: Wizard to modify domain

9. Click  button to enable the auditing at domain level. If you face any error, then please refer to [Guide to Enable Auditing Manually](#).

Solution 3

Please make sure that the event logs in Event Viewer are not full. Increase the size of event log storage and configure the option to set the storage options. You can also use LepideAuditor Suite to set these Event Log Properties at the domain controllers. Perform the following steps:

1. Access the domain properties in "Settings" Tab.
2. Click  button to access the following wizard.

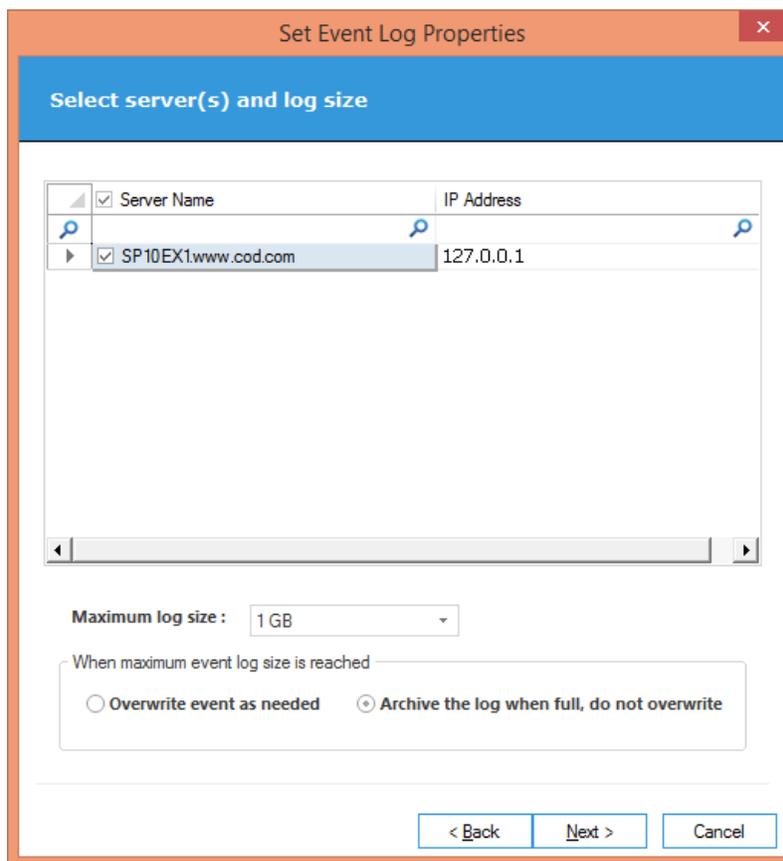


Figure 6: Wizard to set the Event Log Properties

3. Select the domain controllers in the middle section, on which you want to apply this property.
4. You have to select those domain controllers, which you want to audit. If this property is not applied, then the software faces issues in auditing the domain.
5. Select the maximum size of event logs to be stored at the domain controller. The available options are listed herein below.
 - a. 512 MB
 - b. 1 GB
 - c. 2 GB
6. In "When maximum event log size is reached" section, select any of the following options.
 - a. Overwrite event as need: Select this option to overwrite the old logs when the event log size is reached.
 - b. Archive the log when full, do not overwrite: Select this option to archive the log when full. It will save the event logs from being overwritten.
7. Click "Next" once you have selected the options.

8. It processes to apply the properties on the selected domain controllers. Once done, the successful message appears in the wizard.
9. Click "Finish" to complete the process. It closes the wizard and takes you back to the domain properties.

The software is configured completely but records are not being processed.

The user/service account selected to run the LepideAuditor Suite Service interacts with the user account selected to process the records by creating auditing databases. Both of these users need to meet the following requirements in order for the records to be stored and displayed correctly.

Account to run Service	Authentication to create Database	Will it work to process the records?
Local System User Account	Windows Authentication	The records are not processed if SQL Server is located on another computer where Local System Account does not have a SQL login.
Local System User Account	SQL Authentication	The records will be processed.
Domain User	Windows Authentication	The records will only be processed when Domain User has a login at SQL Server with sysadmin privileges.
Domain User	SQL Authentication	The records will be processed.

The software is not auditing File Server.

If you have used "Windows Authentication" to connect to SQL Server, the current user with which you are logged on to the computer should have a login in SQL Server. The database will not be created if the login does not exist. Therefore, it is recommended to use "This user" option and provide the credentials of a SQL user.



The user is facing issues in dealing with multiple domain controllers.

There can be a number of domain controllers in the server desired for auditing. However, you can exclude domain controllers you do not want to audit either when adding the domain in the software or while modifying its listing. Follow the steps below to exclude unwanted domain controllers.

1. Go to "Settings" tab → "Component Management". Select the domain that has to be modified.
2. Click "Advanced Domain Configuration" link in "Actions" pane on right side.

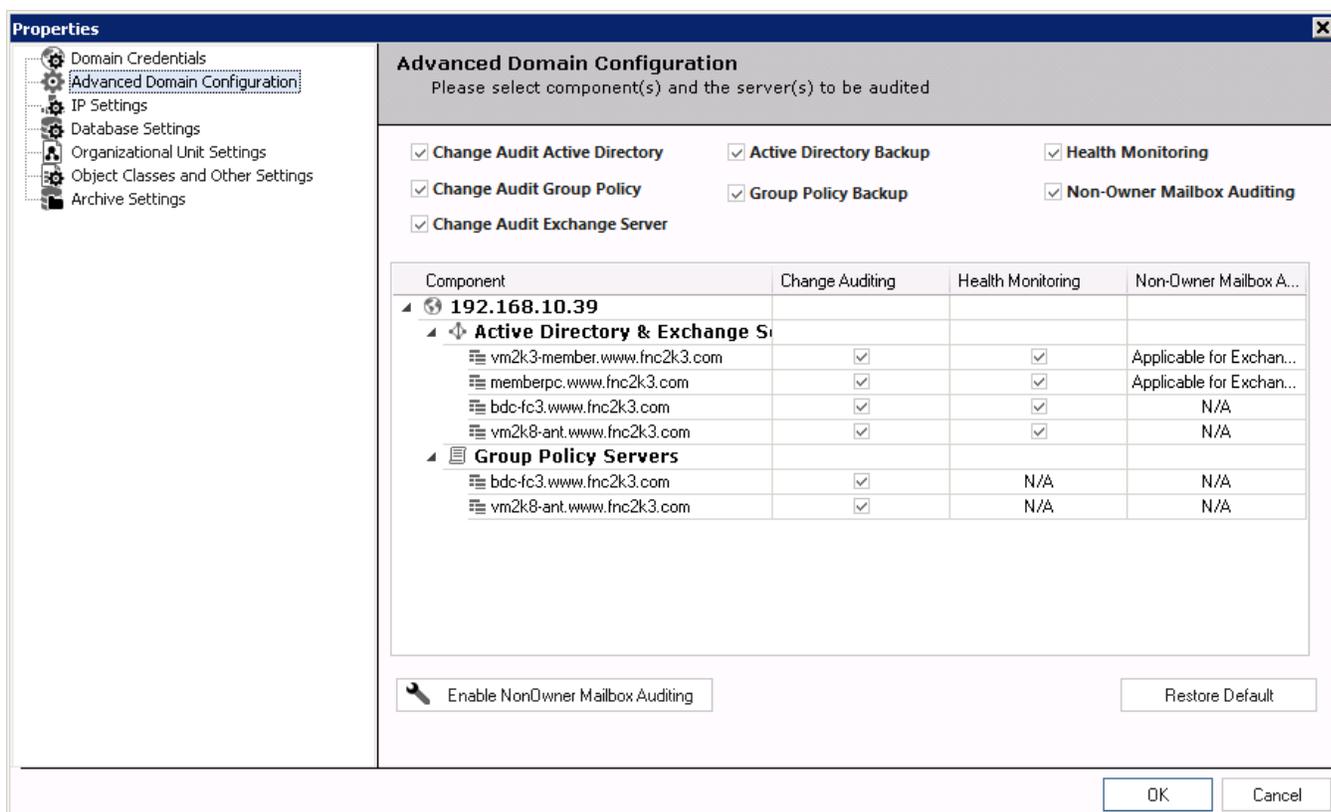


Figure 7: Showing the domain controllers

3. All domain controllers are listed herein the middle section between two headers "Active Directory and Exchange Servers" and "Group Policy Servers".
4. Each domain controller has the checkboxes for following options. Some may show disable, as these are not applicable.
 - a. **Change Auditing:** It shows status for Change Auditing for added server's Active Directory, Exchange Server, and Group Policy.

- b. **Health Monitoring:** It shows status for Health Monitoring for added server's Active Directory and Exchange Server.
 - c. **Non-Owner Mailbox Auditing:** It shows status for Non-owner Mailbox Access Auditing for added Exchange Server.
5. Uncheck the change auditing, health monitoring and non-owner mailbox auditing options for the domain controllers, which you do not want to audit

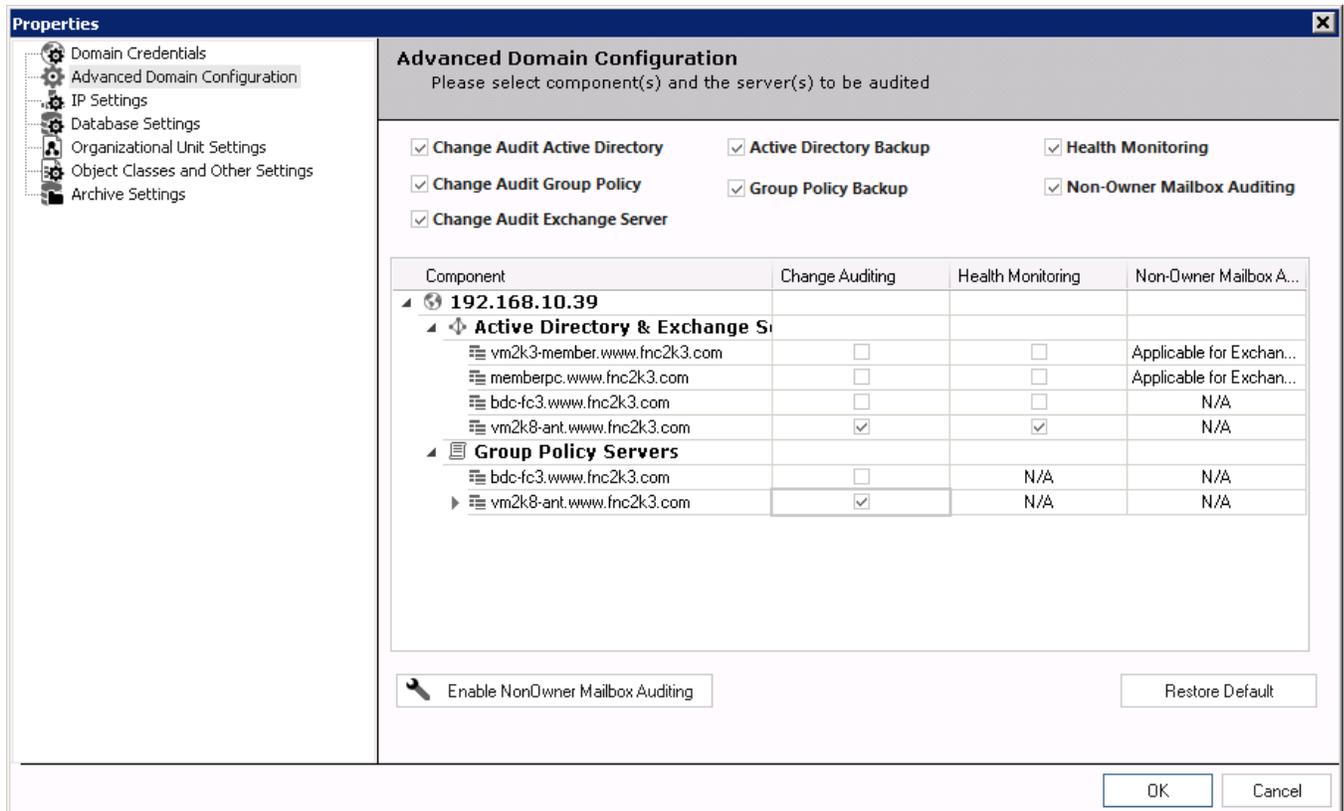


Figure 8: Selecting the domain controllers

The unchecked domain controllers will not be monitored.

Now click "OK" to apply the modifications in the domain's listing.

Unable to add the domain as the software is not automatically resolving the IP Address of domain controller.

While adding a domain, LepideAuditor Suite tries to resolve the IP Addresses of its domain controller(s). Sometimes the IP Addresses are not resolved automatically and you may receive the following error.

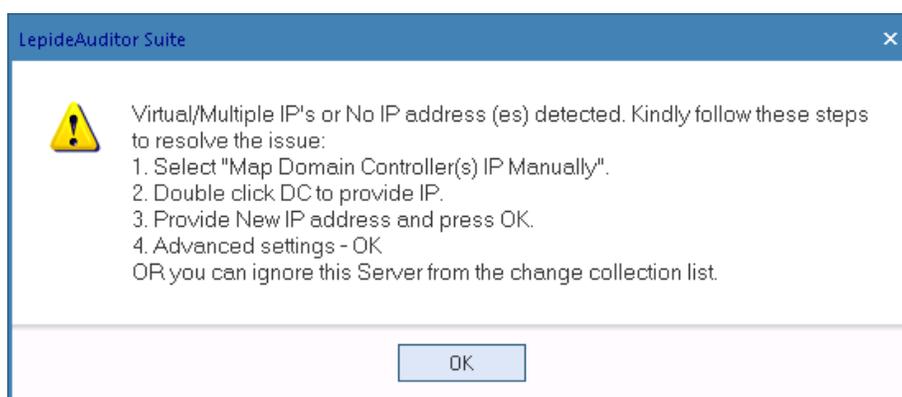


Figure 9: Warning if the software cannot resolve the IP Addresses

Follow the steps below to fix this issue.

1. **While Adding Domain:** If you receive the error while adding domain, perform the following steps.

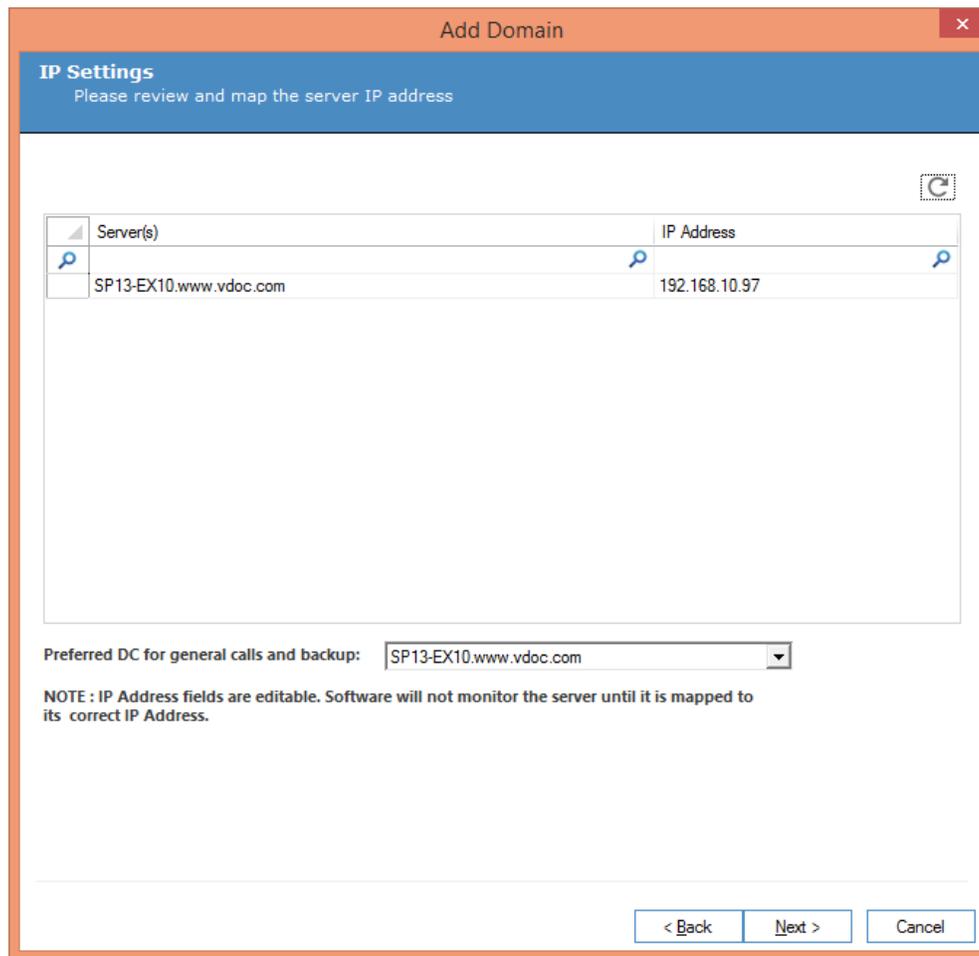


Figure 10: Change Collection Settings

- a. Double click the IP Address fields for the domain controller(s), whose IP Address is being displayed incorrectly.
 - b. Enter the correct IP Address.
 - c. Click "Next" to proceed with wizard to add domain.
2. **After Adding Domain:** Perform the following steps to replace the incorrect IP Address of domain.
- a. Right click on the domain under Component Management, of which IP Address is displaying wrong and select "Properties" to access its properties.
 - b. Click "IP Settings" link in the left panel.

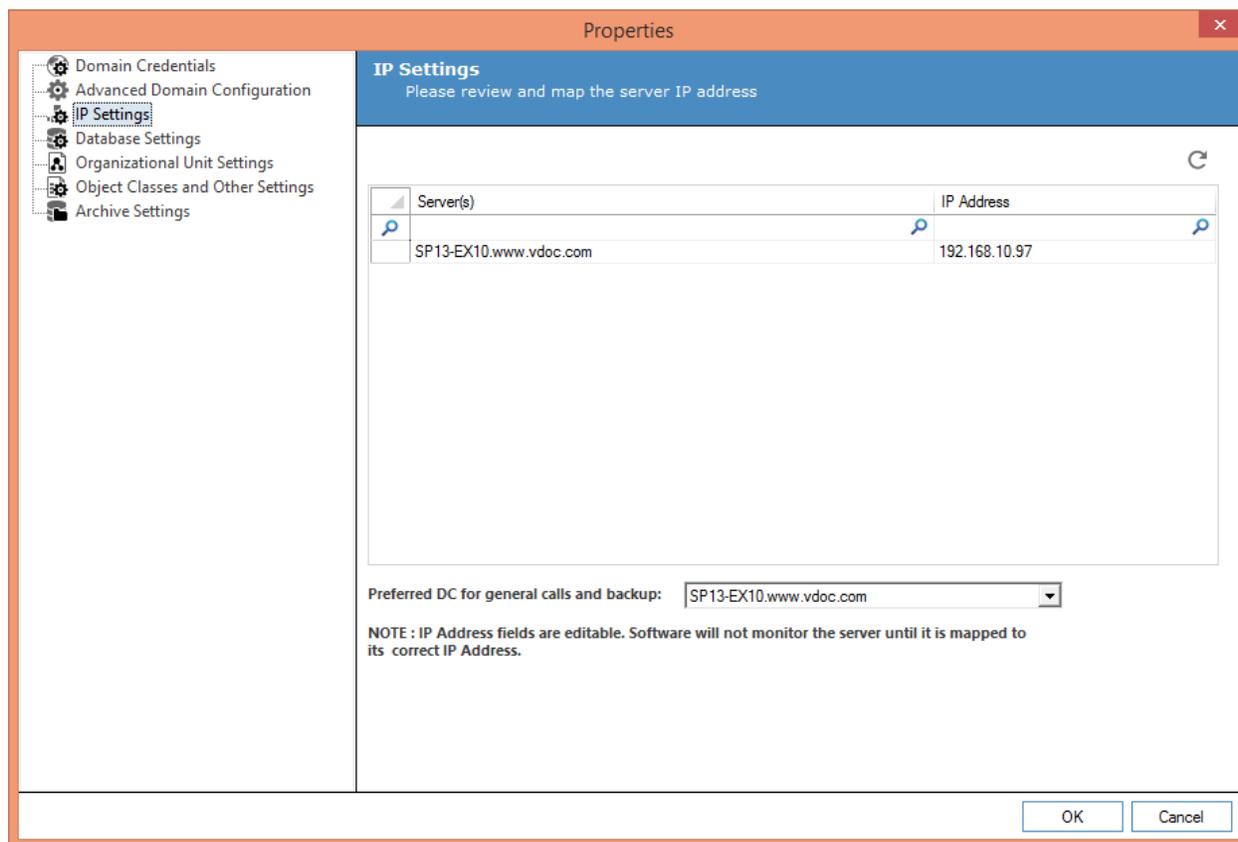


Figure 11: IP Settings while modifying the domain

- c. Double-click "IP Address" cell for the domain controller, whose IP Address is wrong.
- d. Enter the correct IP Address for the selected domain controller.
- e. Click "OK" to apply this IP Address. It takes you back to "Component Management".

The user is facing issues uninstalling or upgrading the agent on the server.

You have to uninstall the agent from the domain and then reinstall it. Please refer to Section 8.1.2.2 to Uninstall Agent from an added Domain at Page 143 and Section 8.1.2.4 to Reinstall Domain Agent of [Installation and Configuration Guide of LepideAuditor Suite](#).

The software is not enabling domain auditing.

You may receive the following error (or similar) when the software is not able to enable the auditing at the server because of any reason.

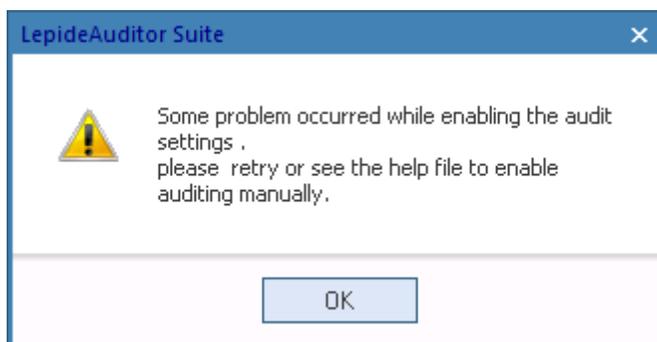


Figure 12: Error message for problem in enabling the auditing

In such cases, you have to enable the auditing settings manually at Windows Server.

You can download the guide titled "[Enable Auditing Manually](#)". It illustrates the detailed steps to enable auditing at any Windows Server manually.

Logon and Logoff events are not being monitored.

Causes

1. Option to monitor logon and logoff events is not checked.
2. Settings to monitor logon and logoff events are not configured.

Solution 1

Please make sure that the option to monitor logon and logoff events is checked. While adding or modifying domain, these settings appear on "Object Classes and Other Settings" page.

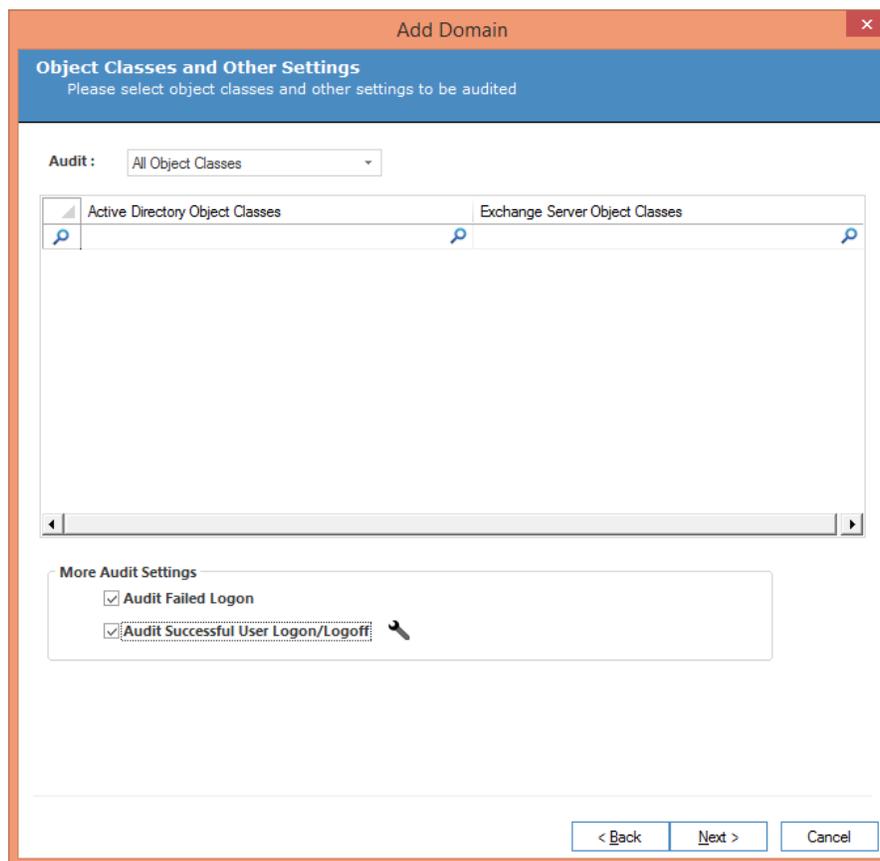


Figure 13: Object Class and Settings

Solution 2

Create a customized Group Policy to allow LepideAuditor Suite to monitor the logon and logoff events. You can download the guide titled "[Enable Logon/Logoff Monitoring for LepideAuditor Suite](#)".

It contains detailed steps to enable the collection and auditing of logon and logoff events for any Windows Server by LepideAuditor Suite.

Non-owner accesses to some or all mailboxes are not being audited.

While adding a domain, LepideAuditor Suite gives the option to configure mailbox auditing for Exchange Server. You have to select this option to enable the auditing of the mailboxes. You can download the guide – "Configuring Mailbox Auditing in LepideAuditor Suite" – from

<http://www.lepide.com/configurationguide/auditor-suite-configure-mailbox-auditing.pdf>.

LepideAuditor Suite is not performing any audits. SQL Server shows “(suspect)” status for the database.

This problem occurs when LepideAuditor Suite is using a particular database for storing audit logs and the SQL Server storing that database is closed unexpectedly. It may be possible that either local SQL Server is terminated or remote computer, where SQL Server is installed, reboots or crashes unexpectedly. In such cases, SQL Server turns the state of the currently being used databases to “(suspect)”. These databases cannot be used for storing and retrieving data. This is because LepideAuditor Suite will not audit the server(s) of which data is stored in a suspect database.

Follow the steps below,

1. Open SQL Server Management Studio of SQL Server, which stores the database(s).
2. Establish the connection using Windows authentication or SQL Server authentication.
3. Expand “Database” node and access the database that is connected with LepideAuditor Suite for storing logs.
4. Make sure it shows “(suspect)” as its status.

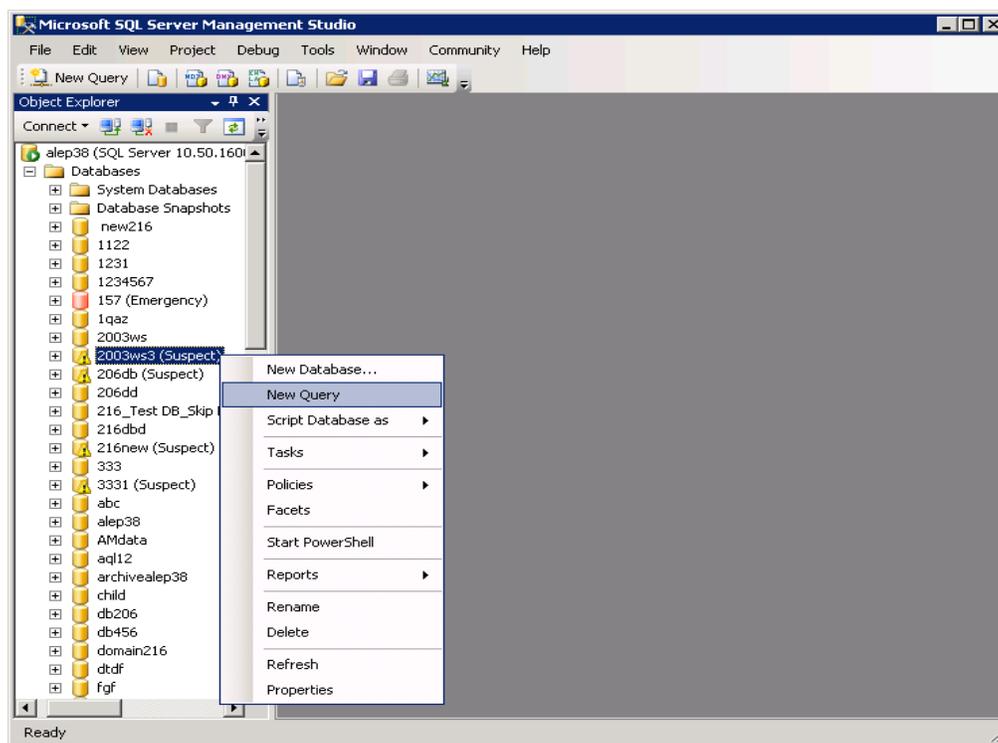


Figure 14: New Query option for Suspected Database

- Click “New Query” button on the toolbar. Alternatively, you can right click on the database and select “New Query”. It displays the section for executing a query on the right side.
- Copy and paste the following query in this area. Replace “DATABASE_NAME” with the name of your database.

```
EXEC sp_resetstatus "DATABASE_NAME";
ALTER DATABASE "DATABASE_NAME" SET EMERGENCY
DBCC checkdb("DATABASE_NAME")
ALTER DATABASE "DATABASE_NAME" SET SINGLE_USER WITH ROLLBACK IMMEDIATE
DBCC CheckDB ("DATABASE_NAME", REPAIR_ALLOW_DATA_LOSS)
ALTER DATABASE "DATABASE_NAME" SET MULTI_USER
```

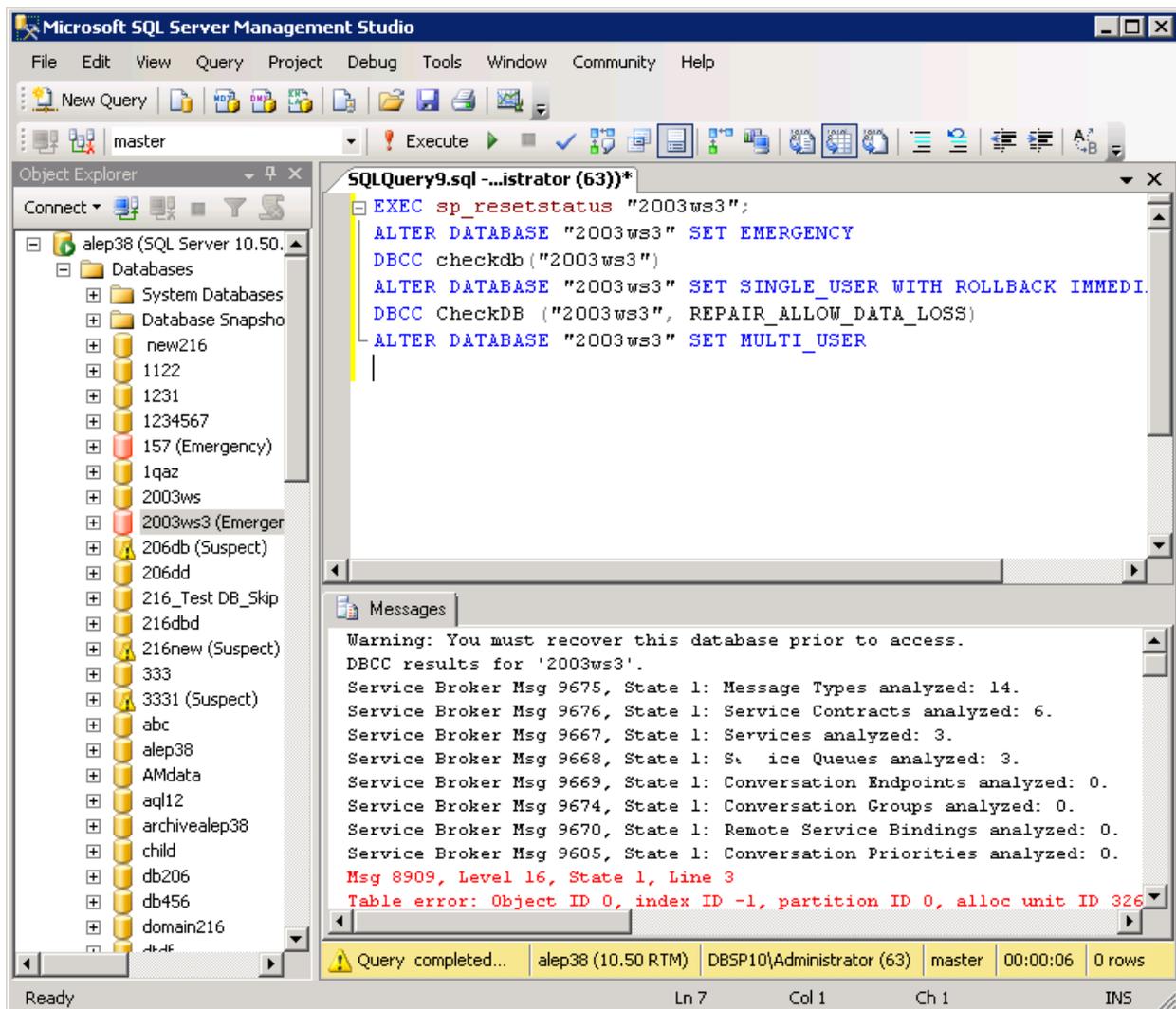


Figure 15: Executing Query

- Click “Execute” button on the toolbar. It executes the query and removes “suspect” status.

8. Right click on the database and select "Refresh" to refresh its status.

Please check whether LepideAuditor Suite is working now and auditing the domain properly.

What are the prerequisites to add a SharePoint Server?

Following are the prerequisites to add a SharePoint Server (any version) for auditing

- Connectivity and accessibility to the instance of SQL Server, which is interlinked with SharePoint Server
- Microsoft System CLR Types for SQL Server 2012
- Microsoft SQL Server 2012 Management Objects
- .NET Framework 4.0 should be installed both on server to be monitored and machine where solution is installed.

NOTE: You can add a SharePoint Server in LepideAuditor Suite for auditing only when you have installed Microsoft System CLR Types for SQL Server 2012 and Microsoft SQL Server 2012 Management Objects at the server system where SharePoint is installed. The setup files to install these two add-ons comes with the compressed setup file of the solution.

Error "Provided IP is already added" appears on the screen while adding a SharePoint Server.

Please provide a new IP Address to add a different server as the provided IP Address is already added in the software.

There is no monitoring and no collection of changes in SharePoint Server.

Causes

1. There is no connectivity between the software and the agent.
2. Either the user selected to add SharePoint in the software does not have sufficient rights or its rights have been revoked.
3. Either the user selected to log on to the computer running SharePoint does not have sufficient rights or its rights have been revoked.
4. Either the user selected to log on to SharePoint Site does not have sufficient rights or its rights have been revoked.
5. Either the user selected to add SharePoint in the software is not added in the security right of "Log on as a service" in Local Security Policy or it has been removed.

Solution 1

Please make sure the computer containing the agent is started and logged on. In addition, it should be connected to the other computer where LepideAuditor Suite is installed. Try to share the files between these computers for confirming their connectivity.

Solution 2

Please make sure that SharePoint is added in the software with the user who is a member of Domain Admins Group.

Solution 3

The user, with which you are logged on to the computer running SharePoint and Auditing Agent, should be a member of Domain Admins group.

If these rights are not assigned, then perform the following to add the selected user in Farm Administrator Group.

1. Go to "Central Administration" → "Security".
2. Click "Manage the farm administrators group" link under "Users".
3. Check if the selected user is already added in the Farm Administrator Group or not.
4. If the selected user is not listed here, click "New" link.
5. In "Share 'Central Administration'" pop-up, type the username. Once typed, SharePoint Server will recognize the name and show a list.
6. Select the username in the appeared list.
7. Click "Share" to add the user in "Farm Administrator" group.

Solution 4



The selected user must have the administrative rights over each Site Collection to be audited. For this, the selected user should be the Site Collection Administrator or should have full control over the Web App.

1. Perform the following steps to add the user in Site Collection Administrators.
 - a. Open the Site Collection in the Web Browser, for which you need to enable the auditing.
 - b. Click "settings" icon on the top right corner and click "Site Settings."
 - c. In Site Settings, click "Site Collection Administrators" under "Users and Permissions" tab.
 - d. Check whether the selected user is listed as Site Collection Administrator or not.
 - e. If it is not listed, add the user.

NOTE: If you want to enable the auditing of new sites that will be created in future, add the selected user as Primary or Secondary Site Collection Administrator while creating a new site.

2. Perform the following steps to assign the Full Control over Web App.
 - a. Go to "Central Administration" → "Application Management" → "Manage Web Applications."
 - b. Select the required Web Application.
 - c. Click "User Policy" button on the ribbon.
 - d. Select "All Zones" and click "Next."
 - e. Select "Full Control - Has full control" and click "Next."
 - f. Click "Finish" to complete the process.

Once these rights are assigned, the user attains the administrative rights over each Site Collection in the Web App.

Solution 5

The selected user should be added in the security right of "Log on as a service" in Local Security Policy. If the user does not have this right, then perform the following steps on the Server computer, where SharePoint Server is installed, to assign the same.

1. Go to "Administrative Tools" → "Local Security Policy".
2. In the left panel, go to "Security Settings" → "Local Policies" → "User Rights Assignment". It displays the different policies in the right panel.
3. Select "Log on as a service" and double click on it to access its properties.
4. Make sure that the selected user is listed in "Local Security Setting" tab of "Properties" window.
5. If the selected user is not added, then click "Add User or Group" button. It shows "Select Object" dialog box.
6. Type the username and click "Check Names" button to validate the entry.
7. Click "OK" to add the user. It takes you back to the policy properties.
8. Click "Apply" and "OK".

Error "SharePoint Agent is not running" appears in "Change Auditing Status" column in "Settings" Tab.

The agent is not running on the target SharePoint Server. Try to uninstall and reinstall it. Please refer to "Uninstall Agent from SharePoint" page of the Help Manual for detailed steps.

Error "The agent could not be connected to SQL Server" appears in "Change Auditing Status" column.

Causes

1. Agent is not connected to SQL Server, which is interlinked with target SharePoint Server.
2. Credentials of the user to login at SQL Server either are wrong or have been changed.
3. There is no connectivity between SharePoint and its interlinked SQL Server.

Solution 1

Please perform the following steps one-by-one.

- Verify the user credentials in the agent to login at SQL Server
- Are you able to logon with the same credentials on the SQL Server?
- Check connectivity between SharePoint Server and its linked SQL Server
- If SharePoint Server, interlinked SQL Server, and LepideAuditor Suite are on different computers, please check whether these computers could be connected with each other over the network.

Solution 2

A login of the selected SharePoint User with Windows Authentication with both "sysadmin" and "dbcreator" roles should exist in SQL Server for the SharePoint Content Database.

1. If the user login does not exist already, then perform the following steps to create it.
 - a. Open "SQL Server Management Studio".
 - b. Select SQL or Windows Authentication.



- c. Enter the name and password of an SQL Administrator in case of SQL Authentication.
 - d. Click "Connect".
 - e. In the left tree panel, go to "Security" → "Logins".
 - f. Right click on "Logins" and select "New Login".
 - g. "Login - New" wizard appears onscreen.
 - h. Enter the same login name as that of SharePoint user with which you are adding SharePoint Server for auditing.
 - i. Switch to "Server Roles".
 - j. Select "sysAdmin" and "dbcreator".
 - k. Click "OK".
2. If the user exists, but no such rights are assigned, then follow these steps to assign the required rights.
 - a. Open "SQL Server Management Studio".
 - b. Select SQL or Windows Authentication.
 - c. Enter the name and password of an SQL Server Administrator in case of SQL Authentication.
 - d. Click "Connect".
 - e. In the left tree panel, go to "Security" → "Logins".
 - f. Expand "Logins" and select the required user.
 - g. Right click on the user and select "Properties".
 - h. Switch to "Server Roles".
 - i. Select "sysAdmin" and "dbcreator".
 - j. Click "OK".

Reports and alerts are not being generated for SharePoint Server even if software is collecting the changes.

Please check the connectivity between the computer running the solution and the one running the SQL Server database.

If there is no database connectivity between the software and SQL Server database, then the changes will not appear.



No Report is being generated for an already added domain. Event Viewer is displaying Event ID 521

Problem

No report or LiveFeed is generated for an already added domain. Event Viewer for that server is displaying the Event ID 521 "Unable to log events to security log with Status code: 0xc0000008".

Cause

There can be any of the following listed reasons for this issue.

- Event Logs have consumed all available free disk space. There is no enough disk space to record new events.
- Security Event Log has been corrupted.
- AutoBackupLogFiles entities may be missing.

Solution 1

It is advised to perform the following solutions one by one and check the status of LepideAuditor Suite after each step.

1. Check the disk space.
2. If disk space is full, then please archive or delete the old events. It is recommended to archive the old events to a separate drive.
3. Backup security.evtx file stored in %SystemRoot%\System32\Winevt\Logs to a safe location. Remove it from the folder so that server can create a new "security.evtx" file
4. Please make sure to enable the option "Do not overwrite events (clear log manually)" in Event Viewer.
5. Restart the server.

Mozilla Firefox does not open the reports saved in "MHT" format.

Some browsers like Mozilla Firefox do not open MHT files by default. You have to install [UnMHT Extension](#) in Mozilla Firefox to open MHT files.



Google Chrome does not display formatting while opening the reports saved in “MHT” format.

You have to install [IE Tab Add-on](#) in Google Chrome to view the accurate formatting in MHT files. Once you have installed this extension, its shortcut appears with the address bar. After opening MHT file in Google Chrome, click its icon to view the MHT file with accurate formatting. IE Tab Add-on installs a small program when you click its icon for the very first time.

Some Radar Tabs are not generating.

Only the active tab in Radar will update its records and generate the graphs accordingly. Other tabs will generate their reports only when they are active.

The software is not collecting the changes in Group Policies.

Cause

Group Policy auditing is disabled.

Solution 1

Before resolving this issue, please make sure that the following system requirements are met to audit Group Policy Objects.

- .NET Framework 2.0
- Windows PowerShell 2.0
- GPMC should be installed on the machine where solution is installed.
- Following are the prerequisites for agentless Group Policy Auditing.
 - The software should be installed on client machine.



- o Windows PowerShell 2.0 for client machine

Solution 2

Perform the following steps to check whether Group Policy Auditing is enabled or not.

1. Go to "Settings" Tab.
2. Right click on the domain and click "Properties."
3. Go to "Advanced Configuration" to check the auditing status.
4. Please make sure that "Change Audit Group Policy" option is checked.

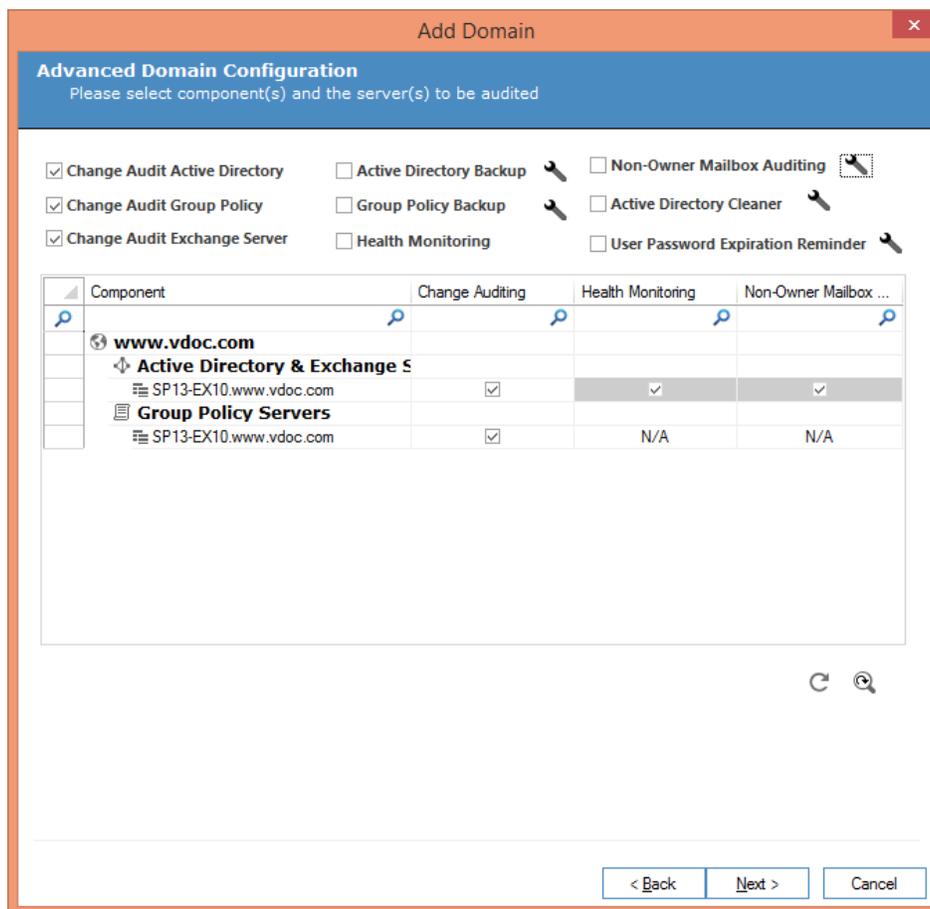


Figure 16: Advanced Domain Configuration

5. Please make sure that Change Auditing for the selected domain controller is also enabled.

Solution 3

If "Group Policy Object Container Classes" is excluded from auditing, then changes in Group Policies will not be audited. Perform the following steps to check it.

1. Go to "Settings" Tab.

2. Right click on the domain and click "Properties."
3. Go to "Object Classes and Other Settings."
4. Please check "groupPolicyContainer" class is included in the auditing or not. This class should be checked and included in the auditing.

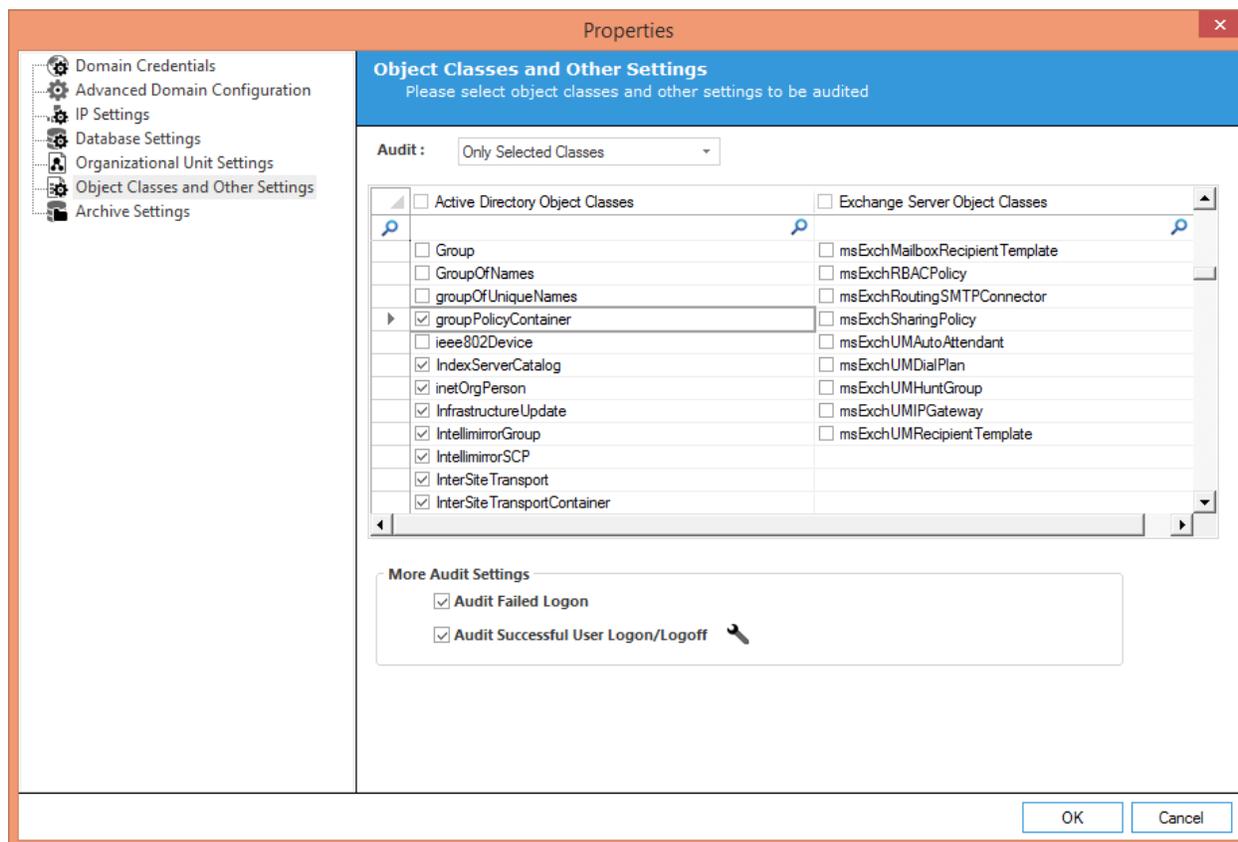


Figure 17: Object Classes and Other Settings

The software is very slow in collecting the records of changes in Active Directory.

Causes

1. No connectivity between the auditing agent and server.
2. The option of concurrent session is not configured correctly.

Solution 1

There may be a problem in establishing the connectivity to the agent, which is causing the data collection process to stick in a loop and the software to freeze. Please check the network connectivity of the computer running the software to the server running the auditing agent.

Solution 2

If the software is auditing multiple domain controllers, please make sure that maximum number of concurrent sessions is equal to the number of domain controllers. Perform the following steps.

1. Go to "Settings" Tab and click "General Settings."
2. Enter the number of domain controllers in the text field of "Maximum number of concurrent session (Active Directory)."

General Settings

Display Settings

Maximum Records Per Page: 500

Date Time Display Setting: System Default

Dashboard Refresh Interval : 30 Minutes

Maximum number of concurrent session : 5
(Active Directory)

Do not send scheduled reports if blank

Don't capture "From" information (Active Directory)

Encrypt the data in the Archive Database

Allow multiple instances of the console

Apply

Figure 18: General Settings

3. Click "Apply."

I have configured SQL Server for Current Permissions Scan Settings. However, no database has been created.

The database to store Current Permission is created only after the first time scanning the Data set permissions.

Error “No user or group have permission to access this folder” appears while scanning the permissions.

Causes

1. No user has permission to access the folders.
2. The user selected to scan the permissions of the Data Set does not have sufficient rights.

Solution 1

Please make sure that the folders added in Data Set are accessible. The user selected to scan the permissions should also have access to the folder.

Solution 2

The user, using which File Server is added in the software, should have "Full Control" or at least "Read" rights to read the permissions of the shared folders and its content.

If the user does not have these rights, you have to provide the login credentials of a user with administrative privileges while creating or modifying a Data Set.

Add Data Set

Permission Scanning Options
Please select the permission and group membership scan method.

Scan Permissions Now

Schedule Permission Scan

Run every day at 05:10:15 PM, Schedule start from 9/13/2016. Change Schedule

Scan Nested Group Membership and Permission

Domain Controller: LOCAL

User Name : COD\Administrator

Password : *****

Note: Use "Domain\UserName" format for User Name.

< Back Finish Cancel

Figure 19: Enter Login Credentials

Fails to send test email while adding an email account.

Causes

1. The configuration to add an email account is wrong.
2. The selected Exchange Server is not accepting the communication from anonymous group.

Solution 1

Please check the settings provided to create an email account. If your Exchange Server does not need an authentication on SMTP, then please uncheck "Requires Authentication."

Solution 2

Please make sure that the option to enable Anonymous users is enabled in the Hub Transport Settings of Exchange Server.



Perform the following steps to enable the same.

1. Open "Exchange Management Console."
2. Go to "Server Configuration" → "Hub Transport."
3. In the right side panel, select the transport to show the receive connectors.
4. Double click "Default <Domain>" connector to access its properties.
5. Go to "Permission Groups" and check "Anonymous users" option.
Please make sure that this option is checked always.
6. Click "Apply" and "OK."
7. Close "Exchange Management Console."

Now, configure the settings again to add a new email account and try to send the test email again.

I have added File Servers of different domains in a Data Set but am not able to analyse their current permissions.

It is advised not to add the file servers of two different domains in a Data Set. You have to create the different Data Set for each domain.

I am not able to analyse the Current Permissions of shared files and folders of NetApp Server.

Current Permissions Reporting is only available for Windows File Server - not for NetApp Filers.



Support

If you have any issues or questions, connect with our support team:

Product experts

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sales@Lepide.com for Sales

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