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# Oracle® Adaptive Risk Manager Online Dashboard and Reporting Guide

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## Introduction

Adaptive Risk Manager Online is the customer care, reporting and administration application for Oracle Adaptive Access Manager. Adaptive Risk Manager Online provides sophisticated fraud monitoring by user, location, device, date and more.

Adaptive Risk Manager Online includes a dashboard that provides statistics on:

- Locations
- Scoring breakdown
- Login summary
- Alerts breakdown
- Rules breakdown
- Browser/OS breakdown

And it contains a comprehensive collection of reports on:

- Users
- Locations
- Devices
- Summaries
- Security Alerts

This guide provides detailed instructions on how to use the dashboard and reporting functionality within OARM Online.

## Access Privileges

Your access privileges define the features that are available to you and the actions you can perform in Adaptive Risk Manager Online. Your access privileges are based on the group to which you belong. Some functionality described in this guide might not be available to your group.

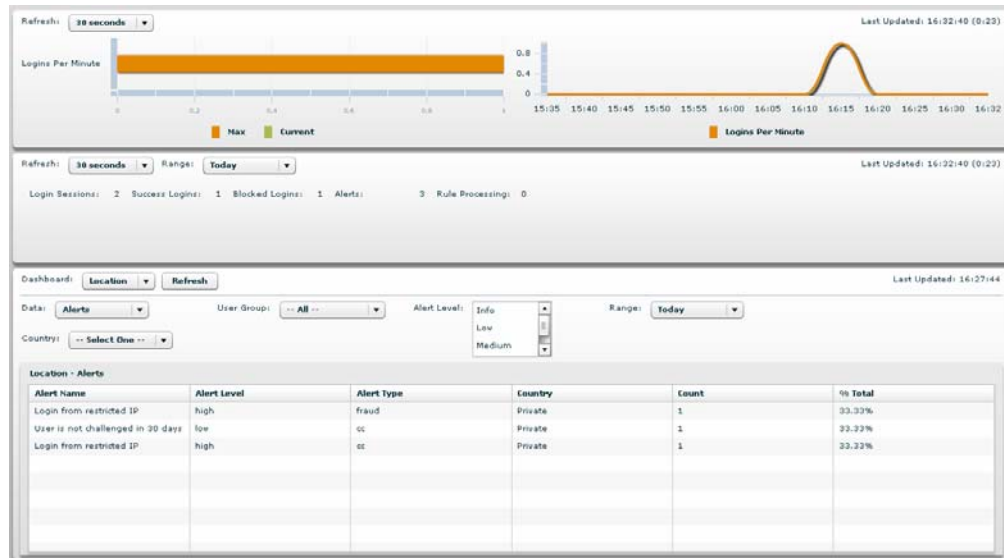
## Monitoring Alerts Using the Dashboard

The Adaptive Risk Manager Online Dashboard uses real-time data to provide a quick, overview of users and devices that have generated alerts and of all alerts by geographic location. It displays three different levels of security alerts: low, medium, and high to help you analyze online traffic, identify suspicious behavior, and design rules for fraud prevention. The dashboard also offers both total time views and trending views of performance levels.

*To view the dashboard*

- **Click Dashboard on the menu bar.**

The dashboard appears.



The dashboard is divided into three panels:

- **Performance (top)**
- **Summary (middle)**
- **Dashboards (bottom)**

### Performance

The Performance panel, at the top of the page, displays a total login view on the left and a trending view on the right. The total logins view provides statistics on the current volume or rate of logins at the present time. The trending view provides statistics on logins during the past hour.

To change the refresh rate, in the Refresh list, click the rate you want.



## Summary

The Summary panel, in the middle of the page, displays an overview of activity for the specified range or time frame. It provides a summary of login sessions, successful logins, blocked logins, alerts, the number of rules triggered, and the number of rules currently running.

To change the refresh rate, click the Refresh menu and select the rate you want.

To change the timeframe, in the Range list, click the range you want.



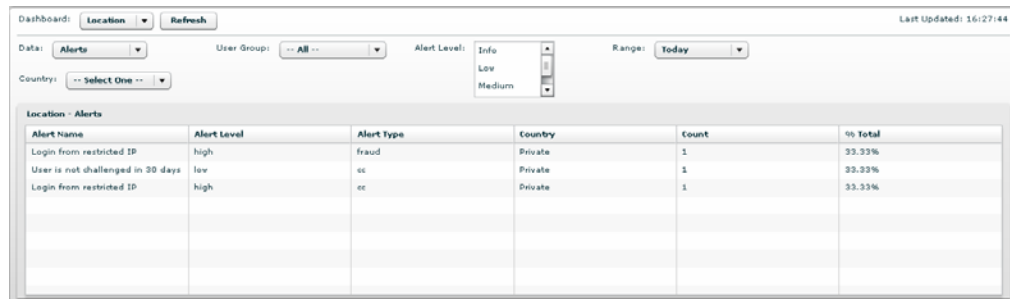
## Dashboards

The Dashboards panel, at the bottom of the page, provides access to four different dashboard types: location, scoring, device, and security. The dashboard defaults to the Location dashboard when opened.

*To view a list of alerts, routing types, or sessions by Location*

1. In the Dashboards list, click Location.

The Location – Alerts dashboard appears.



The screenshot shows the Location - Alerts dashboard. It includes filters for Data (Alerts), User Group (All), Alert Level (Info, Low, Medium), and Range (Today). The Country filter is set to Select One. The main table displays the following data:

Alert Name	Alert Level	Alert Type	Country	Count	% Total
Login from restricted IP	high	fraud	Private	1	33.33%
User is not challenged in 30 days	low	cc	Private	1	33.33%
Login from restricted IP	high	cc	Private	1	33.33%

2. To specify a different data set, in the Data list, click the data set you want.
  - You can select Alerts, Routing Type, or Sessions.
  - Alerts - provides a list of alert that have been triggered along with statistics on alert level, type, country, and percent of total.
  - Routing Type - provides a list of a list of routing types by country, type, sessions, and percent of total.
  - Sessions - provides a list of sessions by country, number of sessions, and percent of total.
3. To narrow the list to a specific country, in the Country list, click the country you want.
4. To narrow the list to a specific user group, in the User Group list, click the group you want.
5. To narrow the list to a specific timeframe, in the Ranges list, click the range you want.
6. If you selected the alerts data set, you can narrow the list further by selecting the alert level you want from the Alert Level box.

To view a list of scoring breakdowns

The Scoring dashboard provides statistics on risk score, run time, and the number of sessions.

1. In the Dashboards list, click Scoring.

The Scoring – Risk Score dashboard appears.

Risk Score	Runtime	Sessions	% Total
0 - 250	preauth	2	40%
0 - 250	postauth	1	20%
251 - 500	postauth	1	20%
0 - 250	ChallengeUser	1	20%

2. To specify a different data set, in the Data list, click the data set you want.
3. To narrow the list to a specific user group, in the User Group list, click the group you want.
4. To narrow the list to a specific run time, in the Run Time list, click the run time you want.
5. To narrow the list to a specific timeframe, in the Ranges list, click the range you want.

To view a list of alerts by device

1. In the Dashboards list, click Devices.

The Device – Browser/OS dashboard appears.

The Browser/OS Breakdown provides information on the browser, operating system, number of sessions and percent of total.

Browser	OS	Sessions	% Total
KHTML(Konqueror3.5)	Linux2.6.16-2-k7	1	2.13%
Gecko2006	Linuxi686	4	8.51%
Gecko2007(Firefox2.0.0.7)	Linuxi686	6	12.77%
Gecko2006(Camino1.0.1)	MacOSX	2	4.26%
Gecko2003(Firebird0.74)	WinNT 5.1	3	6.38%
Gecko2007(Firefox2.0.0.7)	WinNT 5.1	3	6.38%
MSIE7.0	WinNT 5.1	8	17.02%
Opera8.51	WinNT 5.1	5	10.44%
MSIE6.0	WinNT 5.2	2	4.26%
Gecko2007(Firefox2.0.0.7)	WinNT 6.0	14	29.79%

2. To specify a different data set, in the Data list, click the data set you want.
3. To narrow the list to a specific user group, in the User Group list, click the group you want.
4. To narrow the list to a specific timeframe, in the Ranges list, click the range you want.

To view a list of rules or alerts that were triggered

1. In the Dashboards list, click Rules.

The Security - Rules dashboard appears.



Dashboard: Security Refresh Last Updated: 14:19:20

Data: Rules User Group: --All-- Run Time: --All-- Range: Last 1 Day

Rule	Model	Runtime	Actions	Count	% Total
Always challenge	Fraud - Challenge	postauth	ChallengeQuestionPad	1	.41%
demo - blocked countries	Blocked post	postauth	Block	9	3.72%
Device first time	Fraud - Challenge	postauth	ChallengeQuestionPad	3	1.24%
Device multiple users	Fraud - Alert Only	postauth		6	2.48%
Device multiple users	Fraud - Challenge	postauth	ChallengeQuestionPad	3	1.24%
IP - RT International Pr	System - Fraud Monitoring	postauth		9	3.72%
IP - RT Anonymizer	System - Fraud Monitoring	postauth		9	3.72%
IP - RT Regional Proxy	System - Fraud Monitoring	postauth		9	3.72%
IP - RT Satellite	System - Fraud Monitoring	postauth		9	3.72%
IP Max Users	Fraud - Alert Only	postauth		6	2.48%
IP Max Users	Fraud - Challenge	postauth	ChallengeQuestionPad	3	1.24%

2. To specify a different data set, in the Data list, click the data set you want.
  - Alerts - provides information on alerts that were run during the timeframe including run time, alert level and type, and count.
  - Rules - provides information on rules that were run during the timeframe including model, run time, action, and count.
3. To narrow the list to a specific user group, in the User Group list, click the group you want.
4. To narrow the list to a specific run time, in the Run Time list, click the run time you want.
5. To narrow the list to a specific timeframe, in the Ranges list, click the range you want.

## Running Queries

You can query the database for information on many different activities by users, locations, devices, and security alerts.

*To run a query on users*

### 1. Click Users on the Queries menu.

The Queries page on user activity appears and defaults to the report on recent logins.

Session Id	User Name	Auth Status	Prev Auth Score	Prev Auth Action	First Auth Score	First Auth Action	Login Time	Application Id	OS / Browser
388501	2222	Success	0	PasswordTextPadGeneric	0	RegisterUserOptionalQuestionPad	08/25/2007 12:20 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.4)
388901	0000	Success	0	PasswordTextPadGeneric	0	RegisterUserOptionalQuestionPad	08/25/2007 10:41 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.4)
388703	1111	Success	0	PasswordTextPad	666	ChallengeQuestionPad	08/24/2007 20:44 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.6)
388702	1111	Success	0	PasswordTextPad	666	ChallengeQuestionPad	08/24/2007 20:42 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.6)
388701	1111	Success	0	PasswordTextPad	0	RegisterQuestionsQuestionPad	08/24/2007 20:37 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.6)
388601	1111	Success	0	PasswordTextPad	666	ChallengeQuestionPad	08/24/2007 19:22 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.4)
388502	1111	Success	0	PasswordTextPad	666	Allow	08/24/2007 17:02 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.6)
388402	0000	Success	0	PasswordTextPadGeneric	0	RegisterUserOptionalQuestionPad	08/24/2007 15:57 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.4)
388401	1111	Success	0	PasswordTextPad	0	RegisterQuestionsQuestionPad	08/24/2007 15:30 (PDT)	MharcasAU0Grp	WinNT 5.1/ Gecko2007(Firefox2.0.0.4)
388301	test	Success	0	PasswordTextPadGeneric	0	RegisterUserOptionalQuestionPad	08/24/2007 14:34 (PDT)	MharcasAU0Grp	WinNT 6.0/ MSIE7.0

### 2. Enter the search criteria you want and click Run Query.

### 3. To change the query type, click in the Query Type box and select the query type you want:

- **Recent Logins:** Displays all logins within the specified time range.
- **First Logins:** Displays all users first login attempt occurring during the designated date range.
- **Invalid Logins:** Displays all the login attempts from invalid users occurring during the designated date range.
- **Multiple Devices:** Displays all users that use multiple devices.
- **Frequent Logins:** Displays all users with multiple logins within the specified time range.
- **Multiple Failures:** Displays all users with multiple failures within the specified time range.
- **Challenges:** Displays the success and failure rates of challenges by user.

### 4. To view the details page for Login ID, Group ID, Device ID, Location, or IP address, click the link in appropriate column.

### 5. To save the query, see Saving and Exporting a Query.

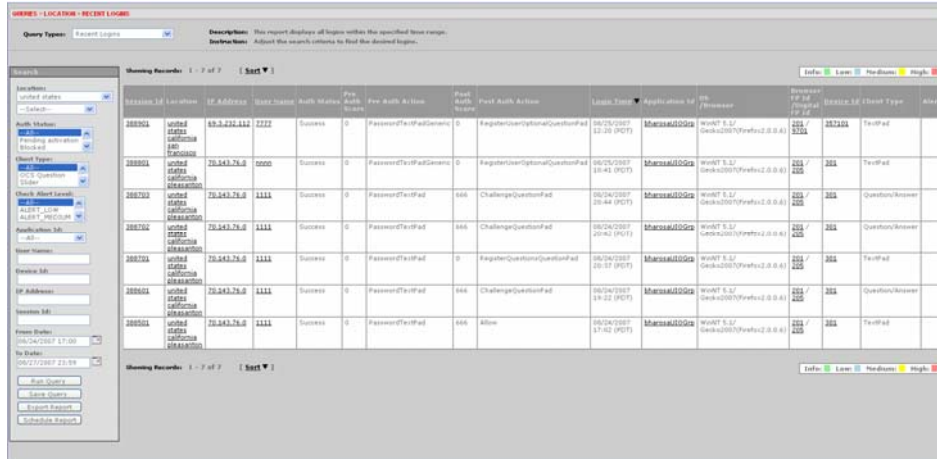
### 6. To export the report, see Error! Reference source not found..

7. To schedule a report, see [Scheduling a Report](#).

*To run a query on locations*

1. Click **Location** on the **Queries** menu.

The **Queries** page on activity by location appears and defaults to the report on recent logins by location.



2. Enter the search criteria you want and click **Run Query**.

3. To change the query type, click in the **Query Type** box and select the query type you want.

- **Recent Logins:** Displays all logins within the specified time range.
- **Multiple Failures:** Displays all locations with multiple failures within the specified time range.
- **Invalid Users:** Displays all the locations with login attempts from invalid users occurring during the designated date range.
- **User Locations:** Displays all locations a user has attempted logins from.
- **Multiple Users:** Displays all locations that have multiple users.
- **Challenges:** Displays success and failure rates of challenges by location.
- **Users by Location:** Displays all users from a given location or IP Address.
- **Frequent Logins:** Displays all locations with multiple logins within the specified time range.
- **Multiple Successful Logins:** Displays all locations with multiple successful logins.
- **Devices by Location:** Displays all devices from a given location or IP Address.
- **Device Locations:** Displays the locations for a specific device.

4. To view the details page for **Login ID**, **Group ID**, **Device ID**, **Location**, or **IP address**, click the link in appropriate column.

5. To save the query, see [Saving and Exporting a Query](#).

6. To export the report, see [Error! Reference source not found.](#)

7. To schedule a report, see [Scheduling a Report](#).

## To run a query on devices

### 1. Click Device on the Queries menu.

The Queries page on activity by devices appears and defaults to the report on recent logins by location.

Session Id	Device Id	User Name	Auth Status	Pre Auth Score	Pre Auth Action	Post Auth Score	Post Auth Action	Login Time	Application Id	OS/Browser
320202	356901	seven	Blocked	0	PasswordTextPad	1000	ChallengeQuestionPad	08/28/2007 15:55 (PDT)	bharsesUI0Gr	WinNT 6.0/Gecko2007(Firefo
320201	356901	seven	Success	0	PasswordTextPadGeneric	0	RegisterUserOptionalQuestionPad	08/28/2007 15:54 (PDT)	bharsesUI0Gr	WinNT 6.0/Gecko2007(Firefo
320123	356901	rinkui	Blocked	0	PasswordTextPad	1000	ChallengeQuestionPad	08/28/2007 15:33 (PDT)	bharsesUI0Gr	WinNT 6.0/Gecko2007(Firefo
320122	356901	rinkui	Success	0	PasswordTextPadGeneric	1000	RegisterUserOptionalQuestionPad	08/28/2007 15:33 (PDT)	bharsesUI0Gr	WinNT 6.0/Gecko2007(Firefo

### 2. Enter the search criteria you want and click Run Query.

### 3. To change the query type, click in the Query Type box and select the query type you want.

- **Recent Logins:** Displays all logins within the specified time range.
- **Frequent Logins:** Displays all devices with multiple logins within the specified time range.
- **New Devices:** Displays all new device IDs created within the specified time range.
- **Multiple Users:** Displays all devices that have multiple users.
- **Multiple Successful Logins:** Displays all devices with multiple successful logins.
- **Multiple Failures:** Displays all devices with multiple failures within the specified time range.
- **Users by Device:** Displays all users from a given device.
- **Devices by Users:** Displays all devices for a given User.
- **Challenges:** Displays statistics about device challenged within specified time range.
- **Invalid Users:** Displays all the devices with login attempts from invalid users occurring during the designated date range.

### 4. To view the details page Login ID, Group ID, Device ID, Location, or IP address, click the link in appropriate column.

### 5. To save the query, see Saving and Exporting a Query.

### 6. To export the report, see Saving and Exporting a Query.

### 7. To schedule a report, see Scheduling a Report.

### To run a query on summaries

#### 1. Click Summary on the Queries menu.

The query page on summaries appears and defaults to an aggregate summary of logins by date range.

Item Name	Total
Sessions	89
Successful Logins	68
Unsuccessful Logins	21
Blocked Logins	2
Successful Challenges	23
Unsuccessful Challenges	22
Alerts	50

#### 2. To change the query type, click in the Query Type box and select the query type you want.

- **Logins:** Displays login aggregate summary for the designated date range.
- **Averages:** Displays average summary for the designated date range.

#### 3. To change the start and end date of the search, click the calendar icons and select the From and To dates you want.

#### 4. Click Run Query.

### To run a query on security

#### 1. Click Security on the Queries menu.

The query page on security appears and defaults to the alerts report on low, medium, and high level alerts that were generated during the specified timeframe.

Alert Id	Level	Type	Create Time	Rule	Alert Message
1005	ALERT_LOW	Customer Care	09/28/2007 07:52 (PDT)	No challenge in 30 days	loginId=cautam06;deviceId=4;ip=
1004	ALERT_LOW	Customer Care	09/28/2007 03:56 (PDT)	No challenge in 30 days	loginId=cautam04;deviceId=4;ip=
1003	ALERT_LOW	Customer Care	09/28/2007 03:55 (PDT)	No challenge in 30 days	loginId=cautam03;deviceId=4;ip=
1002	ALERT_LOW	Customer Care	09/28/2007 03:55 (PDT)	No challenge in 30 days	loginId=cautam02;deviceId=4;ip=
1001	ALERT_LOW	Customer Care	09/28/2007 03:54 (PDT)	No challenge in 30 days	loginId=cautam01;deviceId=4;ip=
948	ALERT_LOW	Customer Care	09/27/2007 21:04 (PDT)	No challenge in 30 days	loginId=umes6007;deviceId=4;ip=
947	ALERT_LOW	Customer Care	09/27/2007 21:08 (PDT)	No challenge in 30 days	loginId=umes6004;deviceId=4;ip=
945	ALERT_LOW	Customer Care	09/27/2007 17:22 (PDT)	Restricted Countries	loginId=nao509;deviceId=501;ip=
946	ALERT_HIGH	Fraud	09/27/2007 17:22 (PDT)	Restricted Countries	loginId=nao509;deviceId=501;ip=
942	ALERT_LOW	Customer Care	09/27/2007 17:14 (PDT)	No challenge in 30 days	loginId=tom;deviceId=701;ip=14
943	ALERT_LOW	Customer Care	09/27/2007 17:14 (PDT)	Restricted Countries	loginId=tom;deviceId=701;ip=14
944	ALERT_HIGH	Fraud	09/27/2007 17:14 (PDT)	Restricted Countries	loginId=tom;deviceId=701;ip=14
953	ALERT_LOW	Customer Care	09/27/2007 17:14 (PDT)	No challenge in 30 days	loginId=tom;deviceId=701;ip=14
940	ALERT_LOW	Customer Care	09/27/2007 17:14 (PDT)	Restricted Countries	loginId=tom;deviceId=701;ip=14
941	ALERT_HIGH	Fraud	09/27/2007 17:14 (PDT)	Restricted Countries	loginId=tom;deviceId=701;ip=14
956	ALERT_LOW	Customer Care	09/27/2007 16:58 (PDT)	No challenge in 30 days	loginId=tm;deviceId=701;ip=14
957	ALERT_LOW	Customer Care	09/27/2007 16:58 (PDT)	Restricted Countries	loginId=tm;deviceId=701;ip=14
958	ALERT_HIGH	Fraud	09/27/2007 16:58 (PDT)	Restricted Countries	loginId=tm;deviceId=701;ip=14
953	ALERT_LOW	Customer Care	09/27/2007 16:56 (PDT)	No challenge in 30 days	loginId=1111;deviceId=701;ip=1
954	ALERT_LOW	Customer Care	09/27/2007 16:56 (PDT)	Restricted Countries	loginId=1111;deviceId=701;ip=1

#### 2. Enter the search criteria you want and click Run Query.

#### 3. To specify a particular location, in the Location list, click the location you want.

#### 4. To change the alert level, in the Alert Level list, click the level you want.

5. To change the alert type, in the Alert Type list, click the type you want.
6. To find a specific alert, rule, user ID, or user name, type the search criteria in the appropriate field.
7. To change the query type, click in the Query Type box and select the query type you want.
  - Alerts: Displays all the alerts generated during the designated date range.
  - Alerts Breakdown: Displays alert breakdown summary for the designated date range.
  - Rules Breakdown: Displays rules breakdown summary for the designated date range.
  - Pre-authorization Scoring: Displays pre-authorization scoring summary for the designated date range.
  - Post-authorization Scoring: Displays post-auth scoring summary for the designated date range.
  - Score Combinations: Displays score combination summary for the designated date range.
8. To change the start and end date of the search, click the calendar icons and select the From and To dates you want.
9. To view the alert, session, or user details page, click the link you want in the report.

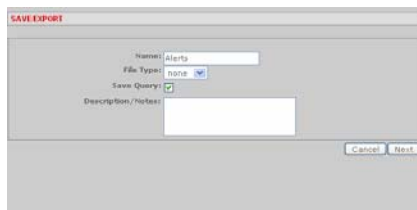
### Saving and Exporting a Query

You can save or export a report of any query, formatted in PDF, HTML or Comma Separated Values.

#### *To save or export a report*

1. On the Queries page, click Save Report.

The Save/Export page appears.



2. Type a name for the query.
3. Click the File Type box and select the file type you want.
4. Click Next.

An Open/Save dialog box appears.

5. If you want to open the report, click Open.
6. If you want to save the file to disk, click Save to Disk, and then click OK.

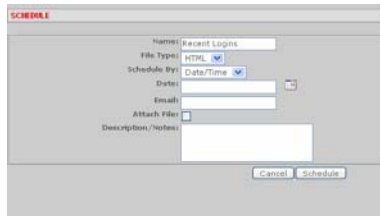
## Scheduling a Report

You can schedule a report to run on a particular day and time in the future or at periodic intervals such as daily, weekly, or monthly. If you want, you may have Oracle Adaptive Risk Manager Online notify you by email when it finishes running the report and even have it attach the report to the notification.

### *To schedule a report*

1. **On the Queries page, click Schedule Report.**

The schedule page appears.

The screenshot shows a web-based dialog box titled "SCHEDULE". It contains several input fields and a checkbox. The "Name:" field is pre-filled with "Recent Logins". The "File Type:" dropdown menu is set to "HTML". The "Schedule By:" dropdown menu is set to "Date/Time". There is a "Date:" field with a calendar icon to its right. Below that is an "Email:" field. There is a checkbox labeled "Attach File:". At the bottom of the dialog, there are two buttons: "Cancel" and "Schedule".

2. **Type a name for the report.**
3. **Click in the File Type box and select the file type you want.**
4. **Click in the Time box and select Date/Time or Interval.**
5. **If you chose Day/Time, enter the date and time on which you want the report to run.**
6. **If you chose Interval,**
  - **Click in the Frequency box and select the interval that you want.**
  - **Click in the Range box and select the period of time you want the report to cover.**
  - **If applicable, set the day and time you would like the report to run on.**
7. **Type your email address.**
8. **If you want Oracle Adaptive Risk Manager Online (OARM Online) to attach the file to the email, click Attach File.**
9. **Click Schedule and then click Close.**

## Viewing Details about a Login Session

The Session Details page displays an overview of the events that transpired during a particular session including the rules that ran and the rules that were triggered, the risk scores and those actions and alerts that took place.

*To view the details about a login session*

1. On the User, Device, or Location report page, click the Session ID for the customer login you want.

The Session Details page appears.

**ADMIN - SESSION DETAILS**

Request ID: 152\_3922961e978faa74d59d972f21989fa  
Session ID: 390302  
User Name: nnnn  
Device ID: 301  
Status: Success  
IP Address: 70.152.75.0  
Pre Auth Scores: 0  
Pre Auth Actions: PasswordTextPad  
Country CF: 99  
City CF: 99  
OS: WinNT 5.1  
Secure Cookies: 152\_b0e009e17f0e0e27e1f9d0102b0147  
Expected Secure Cookies: 152\_b0e009e17f0e0e27e1f9d0102b0147  
Secure Fingerprint ID: 201  
Login Time: 06/29/2007 10:32 (PDT)  
Device Score: 0  
User Group: bharsa@OGrp  
Location: united states  
california  
Sanastation  
Post Auth Scores: 0  
Post Auth Actions: RegisterQuestionsQuestionPad  
State CF: 97  
Is Derived: false  
Browser: Gecko/2007/07(Firefox/2.0.0.6)  
Digital Cookies: 152\_0d44344e95e7e30d0637e493bb3e9f8  
Expected Digital Cookies: 151\_0d44344e95e7e30d0637e493bb3e9f8  
Digital Fingerprint ID: 205

Info Low Medium High

Device Identification

Pre-Authentication

Business Policy	Active	Executed	Maximum	100%
RegisterQuestionsQuestionPad				

Post-Authentication

Business Policy	Active	Executed	Maximum	100%
RegisterQuestionsQuestionPad				

In the top section of the Session Details page, OARM Online displays specific details about the session such as Session ID and User ID.

In the bottom area, at the default state, OARM Online displays the runtimes and a master list of the actions and alerts that were triggered at those runtimes.

To view details about the policies, click the plus sign to expand the section.

*To view details about the user*

- On the Session Details page, click User Name.

The User Details page appears.

**ADMIN - USER**

User Details

Bharsa ID: 341101  
User Name: nnnn  
User ID: 9\_fa160b99c09e77d5982bd092291404  
User Group: bharsa@OGrp  
Application ID: bharsa@OGrp  
IsValid User: true  
Create Time: Sat, 25 Aug 2007 10:41 AM -0700 (PDT)  
Notes:

Cache Policy

Cache Policy	Full Cache	None
None		

Group Name: [input]  
Run Query

Showing Records: 1 - 1 of 1

Group Name	Group Type	Cache Policy	Description
bharsa@OGrp	User ID	None	

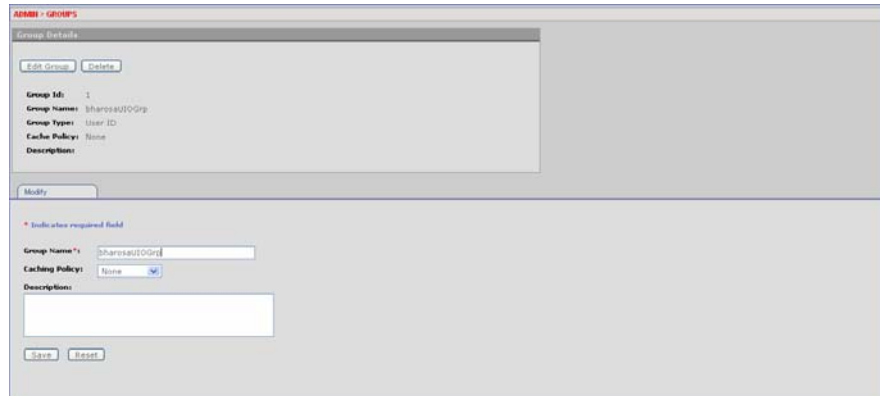
Showing Records: 1 - 1 of 1



To view details about the user's primary user group

- On the Session Details page, click User Groups.

The Group Details page appears.



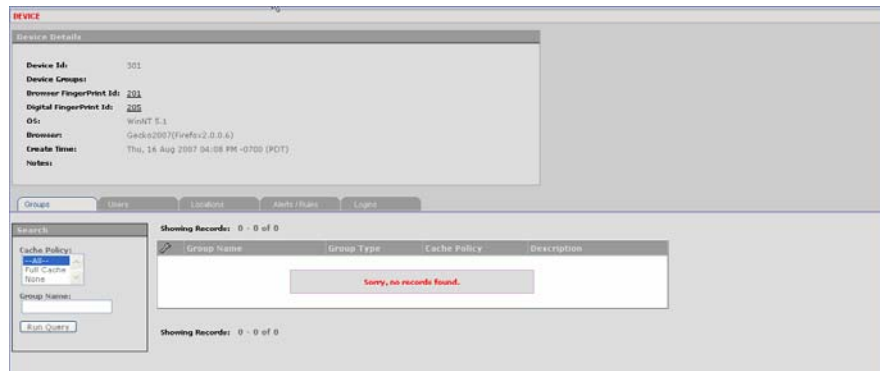
The screenshot shows the 'ADMN - GROUPS' interface. At the top, there's a 'Group Details' section with 'Edit Group' and 'Delete' buttons. Below this, the following information is displayed: Group Id: 1, Group Name: bharsau20Grp, Group Types: User ID, Cache Policy: None, and Description: (empty). A 'Modify' button is located below the details. The bottom section is a form for editing the group, with a 'Group Name' field containing 'bharsau20Grp', a 'Cache Policy' dropdown menu set to 'None', and a 'Description' text area. 'Save' and 'Reset' buttons are at the bottom of the form.

The Group Details page displays information about the primary group in which the user belongs.

To view details about the device

- On the Session Details page, click Device ID.

The Device Details page appears.



The screenshot shows the 'DEVICE' interface. The top section, 'Device Details', displays: Device Id: 301, Device Groups: (empty), Browser Fingerprint Id: 201, Digital Fingerprint Id: 205, OS: WinNT 5.1, Browser: Gecko2007(Firefox2.0.0.6), Create Time: Thu, 14 Aug 2007 04:08 PM -0700 (PDT), and Notes: (empty). Below this are tabs for 'Groups', 'Users', 'Locations', 'Alerts/Rules', and 'Logins'. The 'Groups' tab is active, showing a search area with a 'Cache Policy' dropdown (set to 'None') and a 'Group Name' field. To the right, a table header shows 'Showing Records: 0 - 0 of 0' and columns for 'Group Name', 'Group Type', 'Cache Policy', and 'Description'. The table body contains a red message: 'Sorry, no records found.' Below the table, another 'Showing Records: 0 - 0 of 0' is displayed.

The top section of the Device Details page displays information about the device used to log in.

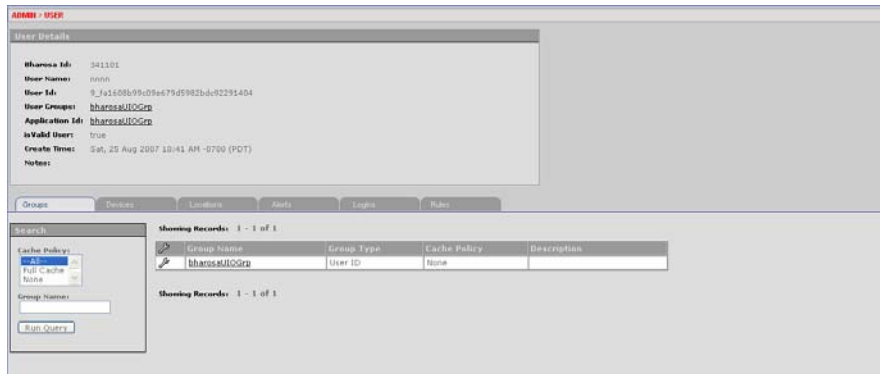
The bottom section of the page provides access to the groups, users, actions/rule, and logins associated with that device.

## Viewing Details about Users

*To view details about users*

1. On the User, Device, or Location report page, click the User Name you want.

The User Details page appears.



ADMM - USER

User Details

**bharsas Id:** 341101  
**User Name:** nnnn  
**User Id:** 9\_fa1600b99c09e78d5982bd92291404  
**User Groups:** bharsasUCCGrp  
**Application Id:** bharsasUCCGrp  
**is Valid User:** true  
**Create Times:** Sat, 25 Aug 2007 10:41 AM -0700 (PDT)  
**Notes:**

Groups   Devices   Locations   Alerts   Logins   Rules

Showing Records: 1 - 1 of 1

Group Name	Group Type	Cache Policy	Description
bharsasUCCGrp	User ID	None	

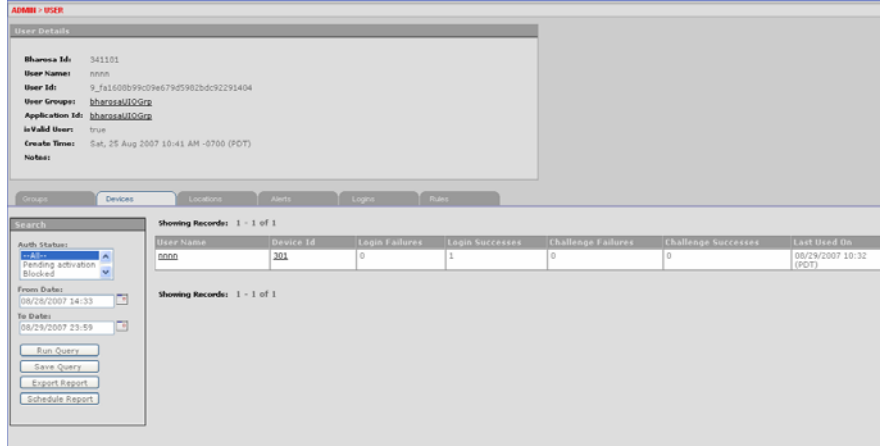
Showing Records: 1 - 1 of 1

2. Enter the search criteria you want and click Run Query.

*To view a list of devices used by this user*

1. On the User Details page, click the Devices tab.

The list of devices appears.



ADMM - USER

User Details

**bharsas Id:** 341101  
**User Name:** nnnn  
**User Id:** 9\_fa1600b99c09e78d5982bd92291404  
**User Groups:** bharsasUCCGrp  
**Application Id:** bharsasUCCGrp  
**is Valid User:** true  
**Create Times:** Sat, 25 Aug 2007 10:41 AM -0700 (PDT)  
**Notes:**

Groups   **Devices**   Locations   Alerts   Logins   Rules

Showing Records: 1 - 1 of 1

User Name	Device Id	Login Failures	Login Successes	Challenge Failures	Challenge Successes	Last Used On
cccc	201	0	1	0	0	08/29/2007 10:32 (PDT)

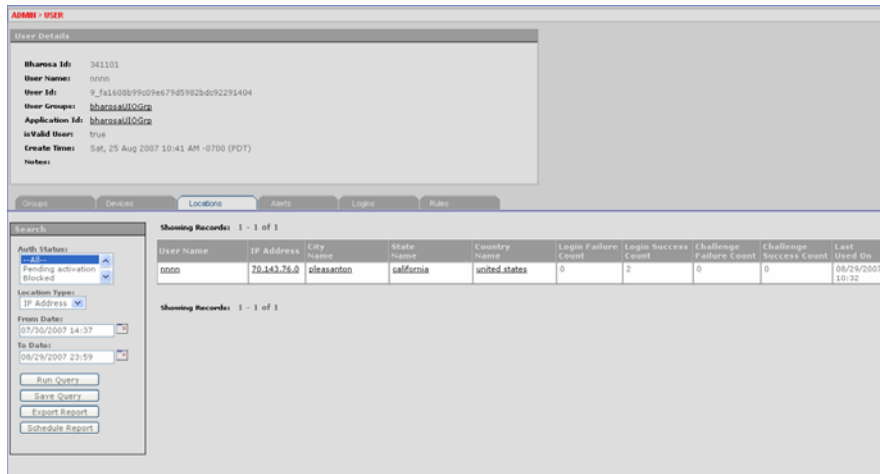
Showing Records: 1 - 1 of 1

2. Enter the search criteria you want and click Run Query.

*To view a list of locations this user has logged in from*

1. On the User Details page, click the Location tab.

The list of locations appears.

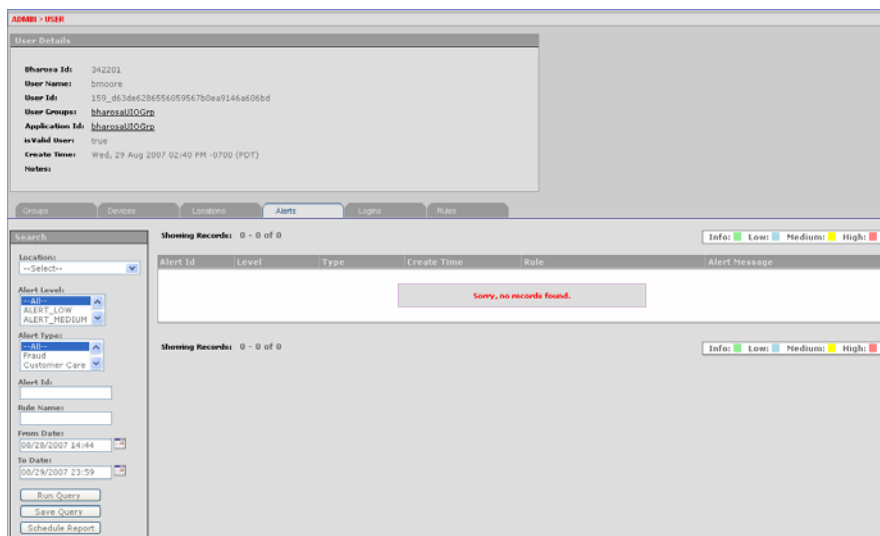


2. Enter the search criteria you want and click Run Query.

*To view a list of alerts triggered a user*

1. On the User Details page, click the Alerts tab.

The list of alerts appears.



2. To search for alerts, enter the search criteria you want and then click Run Query.

*To view a list of logins by this user*

1. On the User Details page, click the Logins tab.

The list of logins appears.

**ADMIN - USER**

User Details

bharsa Id: 342201  
 User Name: bmoore  
 User Id: 159\_463d6428655609567b0ea9146a0d6d  
 User Groups: bharsaUJOGGr  
 Application Id: bharsaUJOGGr  
 Invalid User: true  
 Create Time: Wed, 29 Aug 2007 02:40 PM -0700 (PDT)  
 Notes:

Groups Devices Locations Alerts Logins Rules

Showing Records: 1 - 1 of 1

Session ID	User Name	Auth Status	Pre Auth Score	Pre Auth Action	Post Auth Score	Post Auth Action	Login Time	Application Id	OS/Browser	RPL
350501	bmoore	Success	0	PasswordEnteredGeneric	0	RegisterUserOptionalQuestionPad	08/29/2007 14:40 (PDT)	bharsaUJOGGr	WinNT 5.1 / Gecko2007(Firefox2.0.0.6)	20 / 22

Showing Records: 1 - 1 of 1

2. Enter the search criteria you want and click Run Query.

*To view a list of rules run on this user*

1. On the User Details page, click the Rules tab.

The list of rules appears.

**ADMIN - USER**

User Details

bharsa Id: 342201  
 User Name: bmoore  
 User Id: 159\_463d6428655609567b0ea9146a0d6d  
 User Groups: bharsaUJOGGr  
 Application Id: bharsaUJOGGr  
 Invalid User: true  
 Create Time: Wed, 29 Aug 2007 02:40 PM -0700 (PDT)  
 Notes:

Groups Devices Locations Alerts Logins Rules

Showing Records: 1 - 1 of 1

[- Expand All -] [- Collapse All -]

<input type="checkbox"/>	Preferences	Active	Weighted maximum Score
<input type="checkbox"/>	Pre-Authentication	Active	Weighted maximum Score
<input type="checkbox"/>	CC.Challenge	Active	Weighted maximum Score
<input type="checkbox"/>	Forgot Password	Active	Weighted maximum Score
<input type="checkbox"/>	Post-Authentication	Active	Weighted maximum Score
<input type="checkbox"/>	Challenge Duration	Active	Weighted maximum Score

2. Enter the search criteria you want and click run Query.

## Viewing the Details about Device IDs

The Device ID page provides information about the device used to login and cross-references information about the device including groups, users, locations, alerts and rules, and logins.

*To view a list of groups this device belongs to*

1. On the Device Details page, click the Group tab.

The list of groups appears.

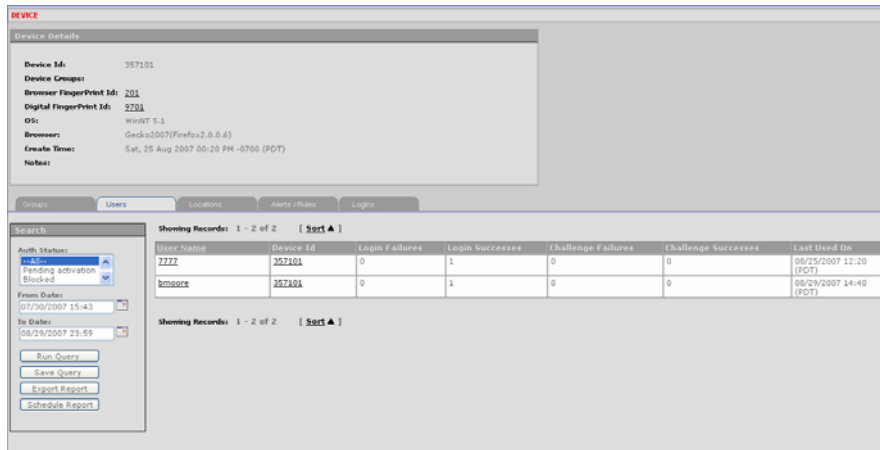


2. Enter the search criteria you want and click Run Query.

*To view a list of users that have used this device*

1. On the Device Details page, click the Users tab.

The list of users appears.

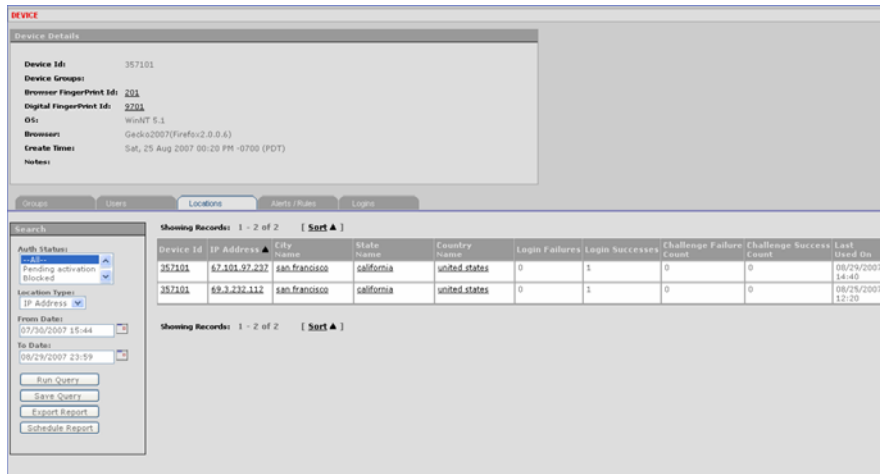


2. Enter the search criteria you want and click Run Query.

*To view a list of locations from which a device has logged in*

1. On the Device Details page, click the Locations tab.

The list of locations appears.

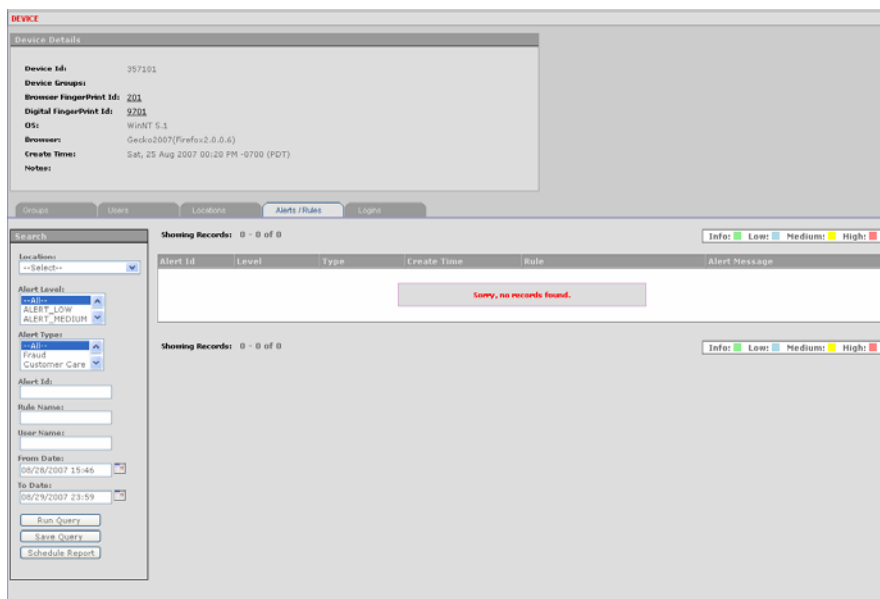


2. Enter the search criteria you want and click Run Query.

*To view a list of alerts and rules triggered by this device*

1. On the Device Details page, click the Alerts/Rules tab.

The list of alerts and rules appears.



2. Enter the search criteria you want and click Run Query.

*To view a list of logins by this device*

1. On the Device Details page, click the Logins tab.

The list of logins appears.

**SECURE**

**Device Details**

Device ID: 257133  
 Device Group:  
 Browser Fingerprint Id: 255  
 Digital Fingerprint Id: 3234  
 OS: Windows 7.1  
 Browser: Gecko(2007/Profile2.0.RA)  
 Create Time: Sat, 25 Aug 2007 00:25 PM -0700 (PDT)  
 Status:

Logout | Clear | Location | Audit | Login

**Search**

Auth Method: All Methods  
 Password Authentication: Selected  
 Client Type: All  
 C-IP: Custom  
 Check Alert Levels: All  
 Alerts: All  
 Application Id: All  
 User Name:   
 IP Address:   
 Session Id:   
 From Date: [08/25/2007 15:45]   
 To Date: [08/25/2007 23:59]   
 Run Query  
 Save Query  
 Export Report  
 Schedule Report

**Showing Records: 1 - 1 of 1**

Session Id	Device Id	User Name	Auth Method	Pre Auth Status	Pre Auth Action	Post Auth Status	Post Auth Action	Login Time	Application Id	OS / Browser	Browser Fingerprint Id	Location	IP Address	Client Type	Alerts
25504	257133	shane	Success	0	Password(Profile2.0.RA)	0	Register(Optional/Question)	08/25/2007 04:46 (PDT)	Microsoft	Windows 7.1 / Gecko(2007/Profile2.0.RA)	255	United States	67.132.97.232	Firefox	

**Showing Records: 1 - 1 of 1**

Info | Low | Medium | High

2. Enter the search criteria you want and click Run Query.

## Viewing Details about Location Groups

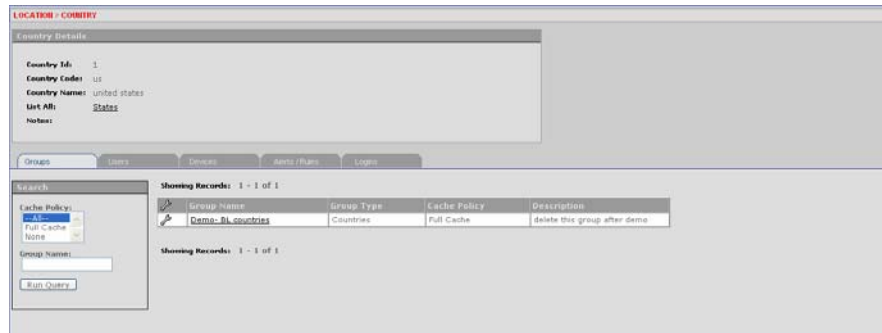
*To view the details about a location group*

1. On the User, Device, or Location report page, click the Location for the customer login you want.

Or,

On the Dashboard page, click the information icon next to the item you want.

The Location Details page appears.

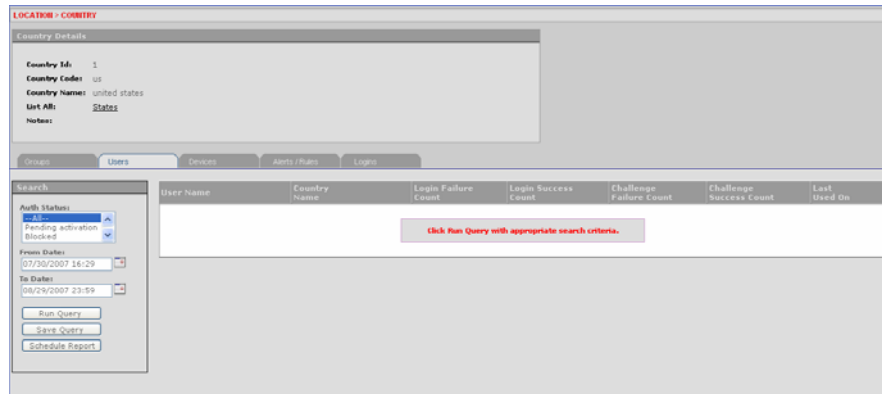


2. Enter the search criteria you want and click Run Query.

*To view details about users from this location*

1. On the Location Details page, click the Users tab.

The list of users appears.



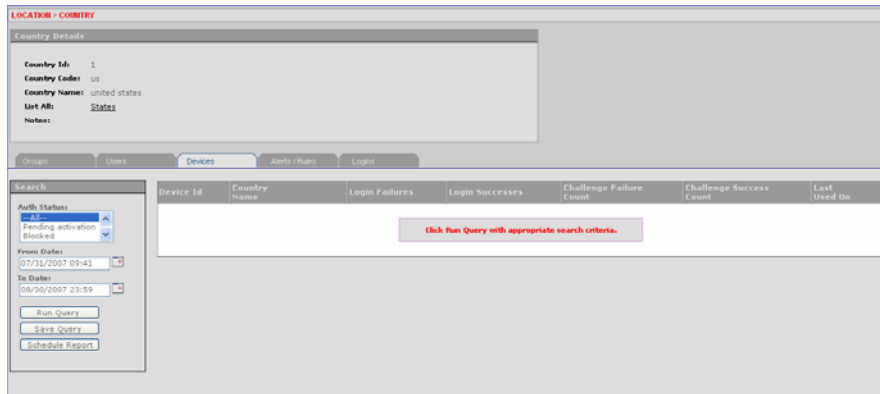
2. Enter the search criteria you want and click Run Query.

*To view a list of devices in this location*

1. On the Location Details page, click the Devices tab.

The list of devices appears.



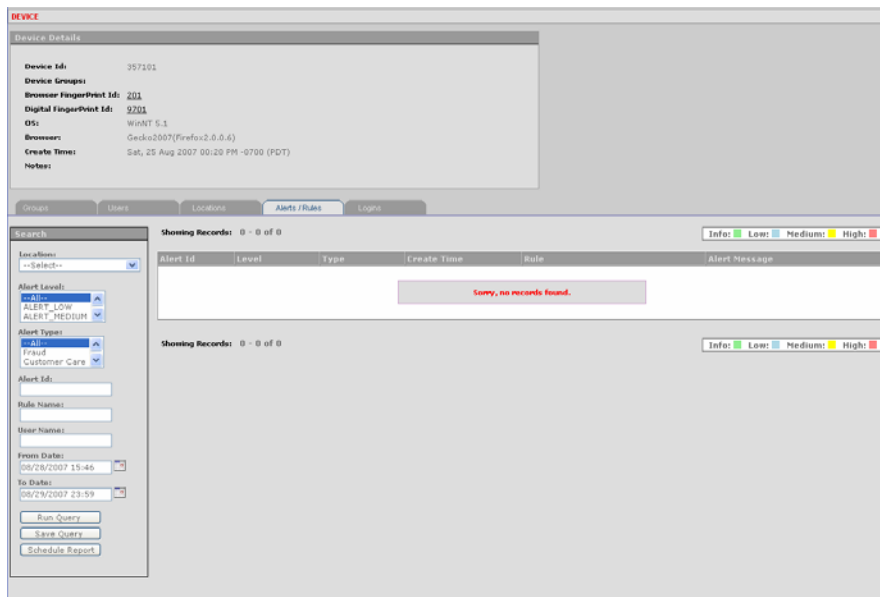


2. Enter the search criteria you want and click Run Query.

*To view a list of alerts and rules triggered from this location*

1. On the Location Details page, click the Alerts/Rules tab.

The list of alerts and rules appears.



2. Enter the search criteria you want and click Run Query.

*To view a list of logins from this location*

1. On the Location Details page, click the Logins tab.

The list of logins appears.

LOCATION - COUNTRY

Country Details

Country Id: 1  
Country Code: 00  
Country Name: United States  
Iso Alpha: 0000  
Iso Alpha 3: 000

Search

Showing Records: 1 - 5 of 5 [ Sort ▼ ]

PK	Auth Status	Auth Method	Auth Method Name	Auth Method Code	Auth Method Type	Auth Method Action	Auth Method Name	Auth Method Code	Auth Method Type	Auth Method Action	Auth Method Name	Auth Method Code	Auth Method Type	Auth Method Action	Auth Method Name	Auth Method Code	Auth Method Type	Auth Method Action	
20045	Failed	65.12.172.148	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000
20047	Failed	65.12.172.148	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000
20048	Failed	65.12.172.148	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000
20049	Failed	65.12.172.148	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000
20046	Failed	65.12.172.148	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000

Showing Records: 1 - 5 of 5 [ Sort ▼ ]

2. Enter the search criteria you want and click Run Query.

## Viewing Details about IP Addresses

To view details about the groups in which the IP is included

1. On the User, Device, or Location report page, click IP Address.

The IP Details page appears

A list of groups that include the IP is displayed.

The screenshot shows the 'LOCATION - IP' page. The 'IP Details' section displays the following information:

IP Address:	67.101.97.237	Notes:	
City Name:	san francisco	City CF:	90
State Name:	california	State CF:	94
Country Name:	united states	Country CF:	99
Top Level Domain:	net	Second Level Domain:	covad.net
Connection Type:	DSL	Connection Speed:	Medium
Is Adsl:	No	Routing Type:	Fixed
ASN:	18566	Carrier:	covad communications co.

Below the details is a search interface for groups. The search criteria are: Cache Policy: All, Full Cache: None, Group Name: (empty). The search results show 'Showing Records: 0 - 0 of 0' and a message: 'Sorry, no records found.'

2. Enter the search criteria you want and click Run Query.

To view details about the users associated with the IP address

1. On the IP Details page, click the Users tab.

A list of users who have used the IP is displayed.

The screenshot shows the 'LOCATION - IP' page with the 'Users' tab selected. The search criteria are: Auth Status: All, Pending activation: Blocked, From Date: 07/31/2007 10:46, To Date: 08/20/2007 23:59. The search results show 'Showing Records: 1 - 1 of 1' and a table with the following data:

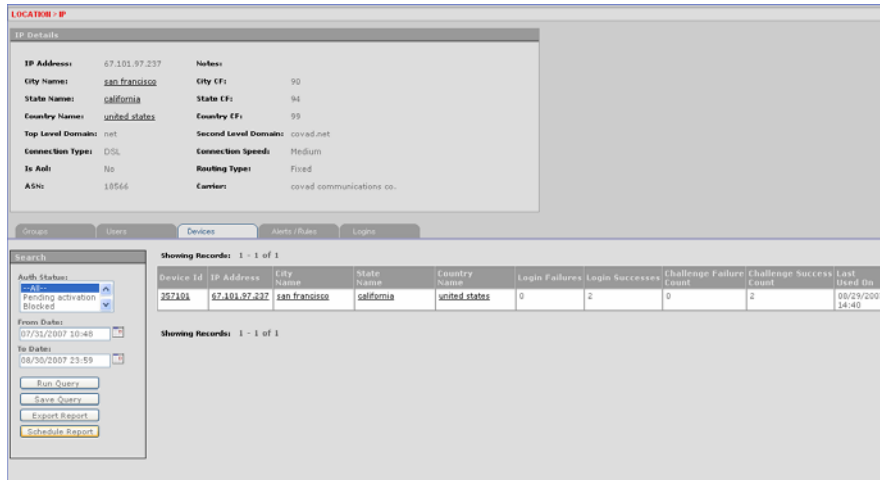
User Name	IP Address	City Name	State Name	Country Name	Login Failure Count	Login Success Count	Challenge Failure Count	Challenge Success Count	Last Date
benmore	67.101.97.237	san francisco	california	united states	0	1	0	1	08/29/2007 14:40

2. Enter the search criteria you want and click Run Query.

To view details about the devices associated with the IP address

1. On the IP Details page, click the Devices tab.

A list of devices with the IP address is displayed.

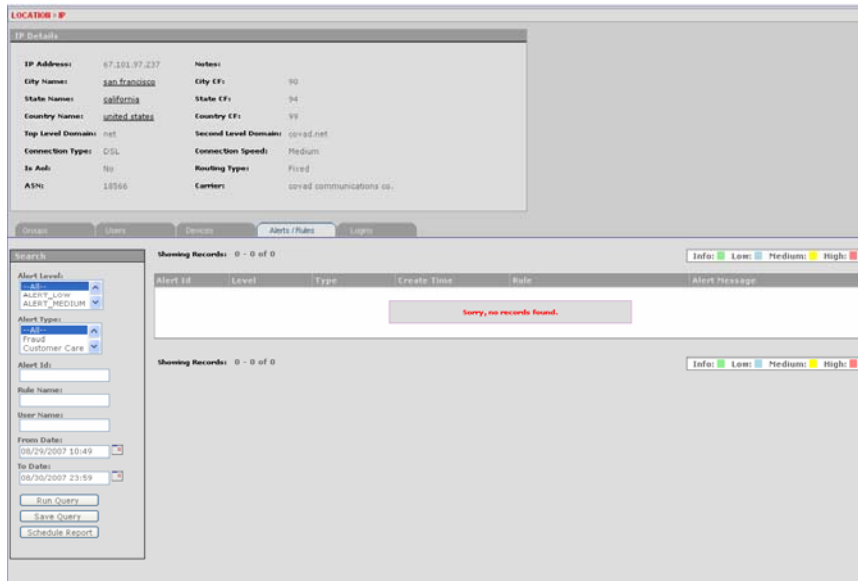


**2. Enter the search criteria you want, and click Run Query.**

*To view details about the alerts/rules associated with the IP address*

**1. On the IP Details page, click the Alerts/Rules tab.**

A list of alerts/rules associated linked to the IP is displayed.



**2. Enter the search criteria you want and click Run Query.**

*To view details about the logins associated with the IP address*

**1. On the IP Details page, click the Logins tab.**

A list of logins made from the included IPs is displayed.



## Viewing Statistics about KBA Questions

You can statistics on question registration and challenge questions.

*To view statistics about question registration*

### 1. Click KBA on the Queries menu.

The KBA Registration page appears.

The report displays the number of users that performed each of the actions listed in the Item column and the percentage rate of successful challenges.

Item	Count	Percentages
Registrations	6	
Opt-outs	3	
Users who opted-out	3	
Question resets	0	0%
Users whose questions were reset	0	0%
Average question resets per user	0	
Question Set resets	0	0%
Users whose question sets were reset	0	0%
Average question set resets per user	0	

### 2. To locate the reports you want, enter the search criteria and then click Submit Query.

- To filter the list by primary authenticator for accounts, click in the Client Type box and select the authenticator you want.
- To Filter the list by the application ID of users, click in the Click in the Application ID box and select the ID you want.
- To filter the list by date range, click the calendar icons and select the From and To dates.

*To view statistics about challenge responses*

### 1. Click KBA on the Queries menu.

The KBA Challenge Response page appears.

The report displays the number of users that performed each of the actions listed in the Item column and the percentage of customers that responded to each question.

Item	Count	Percentages
Challenges	9	100%
Users Who Were Challenged	6	100%
Successful challenge responses	6	66.67%
Users who passed challenge	6	100%
Failed challenges	0	0%
Users who failed challenges	0	0%
Challenge question lockouts	0	0%
Users who were locked out	0	0%
Users with Failure counter = 0	0	0%
Average Challenges per user	3	
Users with multiple failures	0	0%

2. To locate the reports you want, enter the search criteria and then click Submit Query.
  - To filter the list by primary authenticator for accounts, click in the Client Type box and select the authenticator you want.
  - To Filter the list by the application ID of users, click in the Click in the Application ID box and select the ID you want.
  - To filter the list by date range, click the calendar icons and select the From and To dates.

*To view statistics about each challenge question*

1. Click KBA on the Queries menu.

The KBA Registration page appears.

The report displays the number of users that performed each of the actions listed in the Item column and the percentage of challenged customers.

ID #	Category	Question	Question Sets with Question	Users Registered for Question	% of Users Registered for Question	% of Successful Challenges	% of Unsuccessful Challenges
78	Education	What year did you graduate from collage?	1	0	0 %	0%	0%
79	Education	What was your combined SAT score?	1	1	100 %	0%	0%
80	Education	What year did you start collage?	0	0	0 %	0%	0%
81	Education	What was your major in collage?	0	0	0 %	0%	0%
82	Education	What is the last name of your kindergarten teacher?	0	0	0 %	0%	0%
83	Education	What is the last name of your first grade teacher?	0	0	0 %	0%	0%
84	Education	What the the first school you ever attended?	0	0	0 %	0%	0%
85	Education	What was the name of your first roommate in collage?	0	0	0 %	0%	0%
86	Education	In what city was your first elementary school?	0	0	0 %	0%	0%
87	Education	What is the first name of your high school best friend?	0	0	0 %	0%	0%
88	Education	What is the last name of your high school best friend?	0	0	0 %	0%	0%
89	Education	What is the name of a college you applied to but did not attend?	0	0	0 %	0%	0%
90	Education	What is the last name of your favorite teacher in High School?	0	0	0 %	0%	0%
91	Education	What is the last name of your favorite professor in collage?	0	0	0 %	0%	0%
92	Miscellaneous	What is your best friend's birthday (MM/DD)?	0	0	0 %	0%	100%
93	Miscellaneous	What color was your first bicycle?	0	0	0 %	0%	0%
94	Miscellaneous	What is the name of the first musical group you saw in concert?	1	0	0 %	0%	0%
95	Miscellaneous	What is your height? (for example 6 feet 0 inches = 60)	1	0	0 %	0%	0%
96	Miscellaneous	What year did you go to your first music concert?	2	0	0 %	0%	0%
97	Miscellaneous	What are the last four digits of your loto numbers?	2	0	0 %	0%	0%

2. To locate the reports you want, enter the search criteria and then click Submit Query.
  - To filter the list by question category, click in the Category box and select the category you want.
  - To filter out all questions containing a specific word, enter the word in the Question Keyword field.
  - To filter the list by status, select the status you want from the status list.
  - To filter the list by date range, click the calendar icons and select the From and To dates.

## Viewing a List of Saved Reports

*To view a list of saved reports*

1. **Click Saved Reports on the Queries menu.**

The Saved Reports page appears listing all the saved reports.

OMERIS - SAVED REPORTS

Search

Report Name:

Status:

From Dates:

To Dates:

Download Report

File Type:

Download	Report Name	Description	Created Date	Status
For Getting Saved Reports List, click Submit Query with appropriate search criteria.				

2. **To locate the reports you want, enter the search criteria and then click Submit Query.**
3. **Select the button to the left of the report you want to download.**
4. **Click in the File Type box and select the type you want.**
5. **Click Download.**

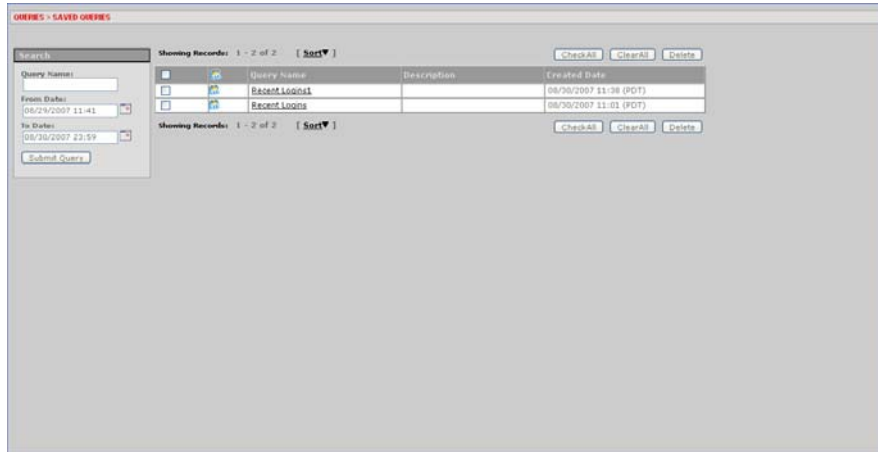


## Viewing a List of Saved Queries

*To view a list of saved queries*

1. **Click Saved Queries on the Queries menu.**

The Saved Queries page appears listing all the saved queries.



2. **To locate the saved queries you want, click the calendar icons and select the From and To dates you want.**
3. **Click the Query Name to view search criteria.**  
The search parameters appear to the right.
4. **To run the query, click Run Query.**
5. **To delete a query click the check box next to the query name then hit the delete button.**

You can also edit, re-save, and schedule a saved query.

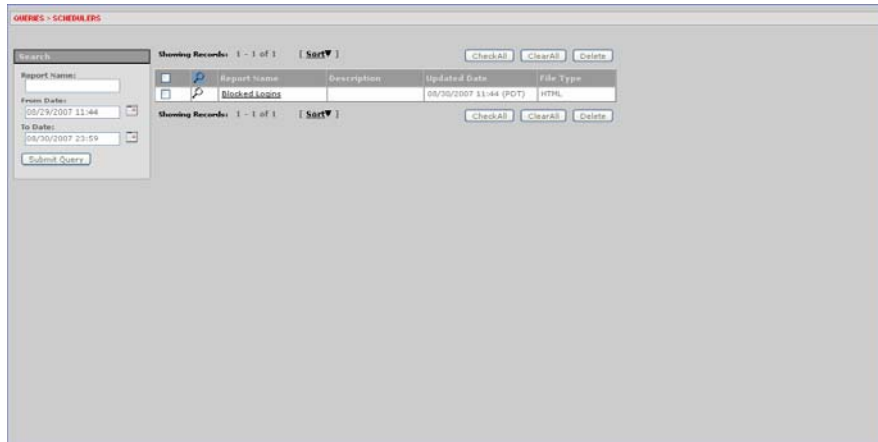
## Viewing a List of Schedulers

You can view a list of all schedulers that have been created to run reports by date and time or by interval.

*To view a list of schedulers*

1. **Click Schedulers on the Queries menu.**

The Schedulers page appears listing all existing schedulers.



2. **To locate the schedulers you want, click the calendar icons and select the From and To dates you want.**
3. **Click the scheduler to view the schedule parameters.**  
The schedule parameters appear.
4. **You may edit and re-save schedulers.**

## Glossary

**Action** – A response that is triggered by a rule, such as forcing a challenge question after x login attempts within x period of time.

**Alert** – A graded and customizable message triggered by a rule..

**Device** – A Computer, PDA, cell phone, kiosk, etc.

**Group** – A collection of users, locations, devices, actions, or alerts.

**Location** – A city, state, country, IPs, or IP range.

**Model** – A set of rules that, when linked to a group, are used by Oracle Adaptive Access Manager to evaluate the group member's activity.

**Rule** – A configurable evaluator of system traffic that can trigger alerts, actions and generate a risk score.