Oracle® Enterprise Single Sign-on Suite Plus Reporting

Administrator Guide

Release 11.1.1.2.0

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Oracle Enterprise Single Sign-on Suite Plus Reporting, Administrator Guide, Release 11.1.1.2.0

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Abbreviations and Terminology

Following is a list of commonly-used abbreviations and terminology.

Abbreviation or Terminology	Full Name
Administrative Console	ESSO-LM Administrative Console
Agent	ESSO-LM Manager
FTU	First Time Use Wizard
ESSO-AM	Oracle Enterprise Single Sign-on Authentication Manager
ESSO-PG	Oracle Enterprise Single Sign-on Provisioning Gateway
ESSO-KM	Oracle Enterprise Single Sign-on Kiosk Manager
ESSO-LM	Oracle Enterprise Single Sign-on
ESSO-PR	Oracle Enterprise Single Sign-on Password Reset

About the Oracle Enterprise Single Sign-on Suite Plus Reporting Console

The Reporting Web-based administrative console accesses the SQL database and generates reports using the event records logged to the database.

The Reporting administrative console consists of 4 main areas:

- Create Reports – select pre-configured report templates to configure parameters, schedules and email options.
- Manage Reports – allows you to edit, run, and schedule reports.
- View Reports – allows you to view the currently running reports as well as all completed reports.
- Configure Settings - contains global configuration settings for reporting.

About this Guide

This guide describes how to create, run, save, edit, schedule, email, and view reports. Readers of this document should have a solid understanding of your Organization's reporting requirements.

Accessing the Reporting Administrative Console

1. Launch a Web browser.
2. Enter the following URL: http://<*server*>/Reporting/Logon.aspx.
3. Enter your logon credentials and click **Log On**.

The username and password of a database user should be used when accessing the Reporting Administrative Console. Refer to the *Oracle Enterprise Single Sign-on Suite Plus Reporting Database Configuration Guide* for details.

Create Reports

This screen lists all of the pre-configured report templates. Select a report and click **Create** to configure report parameters, schedules, and email options.

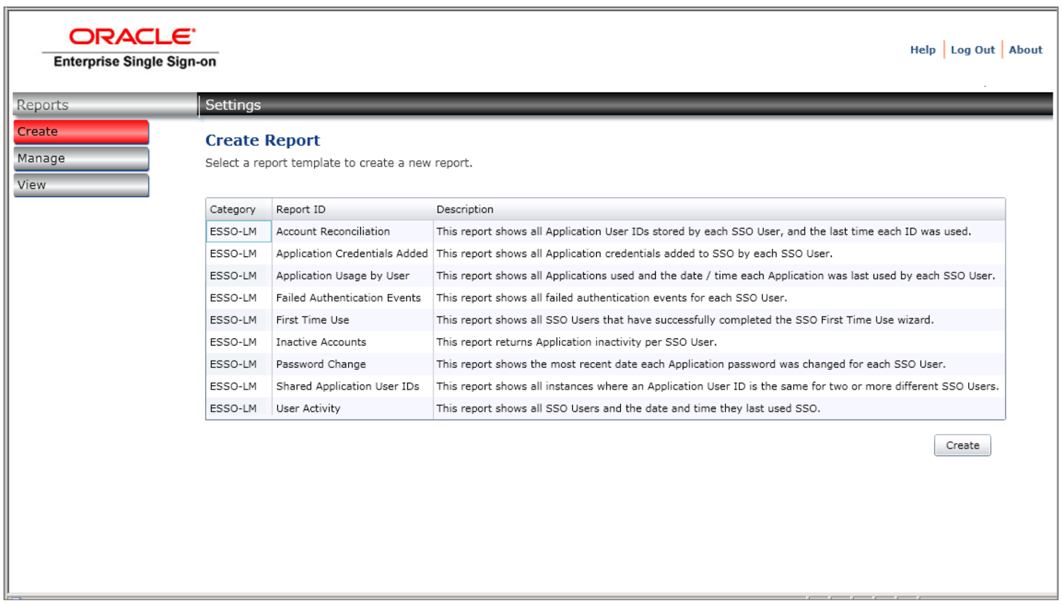
Each report has it's own set of parameters.

To create a report:

1. Click **Create Reports**. Select the report template and click **Create**.
2. The Configure Parameters screen appears. Set all parameters as needed.
3. If needed, set up a schedule.
4. If needed, set up the e-mail options.
5. Run or Save the report.

    - Click **Run** to run the report immediately. The report will also be saved.
    - If you do not want to run the report right away, just click **Save**. You can then access the report from the **Manage** > **Edit** screen.

> Version 11.1.1.2.0 of reporting is only compatible with ESSO-LM version 11.1.1.2.0.



ESSO-LM Reports

Account Reconciliation

Report Summary	This report shows all Application User ID's stored by each SSO User, the last time used, and the # of times used.
Data Output	Table only
Use Case Examples	• Compliance Officer reports on which Application User IDs belong to which users. • Compliance Officer reports on which users do not have access to specific applications. • Project Manager in the beginning stages of an Identity Management Deployment reports on who has access to what applications.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User or Application

Application Credentials Added

Report Summary	This report shows all Application credentials added to SSO by each SSO User.
Data Output	Table, Bar Graph, and Pie Chart
Use Case Example	• Compliance Officer reports on when credentials are added to ESSO-LM. • Administrator reports on how quickly users are inputting their credentials into the ESSO-LM when new application templates are deployed.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User or Time Added • Time Interval • Enrollment Trend • Output

Application Usage by User

Report Summary	This report shows all Applications used, and the date/time each Application was last used by each SSO User.
Data Output	Table, Bar Graph, and Pie Chart.
Use Case Example	Security Officer reports on who accessed what applications and when. This is useful for tracking down any breaches in security.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User, Application, Last Time Used • Time Interval • Enrollment Trend • Output

Failed Authentication Events

Report Summary	This report shows all failed authentication events for each SSO User.
Data Output	Table, Bar Graph, and Pie Chart.
Use Case Example	• Help Desk Administrator reports on users struggling with authentication to ESSO-LM. An example would be users having difficulty adopting a new authentication technology, such as a smart card. • Security officer reports on failed attempts to gain access to another user's credentials.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User, Machine Name, Time, or Logon Method • Time Interval • Enrollment Trend • Output

First Time Use

Report Summary	This report shows all SSO Users that have successfully completed the SSO First Time Use wizard.
Data Output	Table, Bar Graph, and Pie Chart.
Use Case Example	• Administrator reports on how many people successfully enroll in ESSO-LM during a deployment. • Administrator reports on how many users that go through multiple attempts which could indicate a configuration or user training issue.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User or First Time Used • Time Interval • Enrollment Trend • Output

Inactive Accounts

Report Summary	This report shows all inactive Application User IDs for each SSO User.
Data Output	Table only
Use Case Example	Application Administrators (or Application Owners) can report on accounts not used often for a particular application thus allowing application reclamation.
Configuration Parameters	• Date Range* • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User or Application
*Note	If you select a Date Range of **Last 7 days**, this report finds all accounts that have not been used in AT LEAST 7 days, and show the number of days since they were used. This also applies to 30 days and all other Date Delta selections.

	If you want to use a time range other than the Date Delta defaults (7, 30, 60 etc.), for example 15 days, you can use the Start and End dates. Please note though, if you use the Date Range rather than Date Delta,you cannot schedule the report. See the Date Range explanation on the Configure Parameters page for more information.

Password Change

Report Summary	This report shows the most recent date each Application password was changed for each SSO User.
Data Output	Table only
Use Case Example	Compliance Officer or a Chief Technology or Security Officer reports to ensure that application passwords are being updated in the necessary timeframe.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User, Application, Application User, or Last Changed

Pause & Shutdown

Report Summary	This report shows all events where users shut down or pause SSO.
Data Output	Table, Bar Graph, and Pie Chart
Use Case Example	• Chief Technology Officer reports on whether people are using ESSO-LM to ensure the ROI from ESSO-LM is achieved. • SSO Administrator reports on increases in pauses or shut downs so they can ensure adequate training is provided to end users.
Configuration Parameters	• Date Range • SSO User ID(s) • Output Format • Sort By: User or Time • Event Selection: Start, Pause, Resume, Shutdown(Programmatic or Manual) • Time Interval • Output

Shared Application User IDs

Report Summary	This report shows all instances where an Application User ID is the same for two or more different SSO Users.
Data Output	Table only
Use Case Example	• Compliance Officer can run a report to demonstrate that accounts are not being shared in the organization. • Application Owners can run a report to ensure no accounts in the application are being shared.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User or Application

User Activity

Report Summary	This report shows all SSO Users and the date and time they last used SSO.
Data Output	Table and Bar Graph
Use Case Example	Chief Technology Officer runs a report to determine if ESSO-LM is being used.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Usage • Output Format • Sort By: User or Last Time Used • Time Interval • Enrollment Trend • Output

ESSO-PG Reports

User Credentials Provisioned

Report Summary	This report shows all Application credentials added to SSO by each SSO User.
Data Output	Table and pie chart.
Use Case Examples	• Compliance Officer reports on which Application credentials were added to SSO per SSO User.
Configuration Parameters	• Date Range • SSO User ID(s) • Application Template Name(s) • Output Format • Sort By: User, Application, or Application User • Event Selection: PM_CredentialAdded, PM_CredentialDeleted, PM_ CredentialModified • Output

Configure Parameters

The Configure Parameters screen provides the options to tailor the report to your needs. You can pick date ranges, output formats, as well as select the users and applications to report on. See the full list of parameter descriptions below.

From this screen you can:

- Define or edit report parameters.
- Optionally, set up or change a schedule (one time or recurring).
- Optionally, set up or change automatic e-mail.

You can choose to run a report now, or set it up to run at a later date. If you choose to run this report now by selecting **Run**, the report will run immediately and be saved. You can view it from **View** > **Output**. If you are not satisfied with the report, you can edit or delete or it from **Manage** > **Edit**.

To save it to run at a later date, set up the schedule options and click **Save**.

Report Parameters

Each report has a different subset of the following parameters.

- **Report ID**: The **Report ID** is the report templates hard coded name. When you save a new report template, it will automatically be updated with the Report ID + version number. The version numbers are sequential, so for example, the first version of this template will be named "Account Reconciliation 1" and then tenth version of this template will be called "Account Reconciliation 10". When appending a version number, the reporting system looks for the highest version number and creates the next one. This is a non-editable field. Since you cannot customize your report name in this field, it is recommended that you use the **Description** field to uniquely identify the report.

- **Description**: The **Description** field allows you to uniquely identify this report. There is a default description provided which describes the function of this report. It it is recommended that you enter a description which describes the purpose of this report for your needs.

- **Date Range**: Select the date range for this report. There are two options - a date delta (Last X Days), or a specific date range.
  - The date delta is the last number of days from the current date that this report will provide details on. The default is the **Last 7 days**. Other options are:
    - 30 days
    - 60 days
    - 90 days
    - 120 days
    - 180 days
  - The date range start and end dates can be selected from the drop down calendars. If you select the **Date Range** radio button, and leave the calendar dates empty, the report searches the entire database.

> A report can only be scheduled on a recurring basis if you select a Date Delta. If you select a Date Range, the report can only be run on a one-time basis.

- **SSO User ID(s)**: This parameter allows you to manually enter or search for SSO User's to report on. The **SSO User ID(s)** list box is editable. If you enter user names manually, enter each on a new line fully as a qualified domain user name, for example: *CN=D-omainUser,CN=Users,DC=domain,DC=local*. You can also click the Find User(s) button to locate users by searching the database. **Clear** removes all users from the list box. If you leave the list box blank, ALL users will be returned.

- **Application Template Name**: This parameter allows you to select Applications to report on. The **Application Template Name** list box is auto-populated from the database. You can multi-select applications by clicking **Ctrl+Shift**, or click the **Select All** button to select all applications. **Clear** unselects all applications. If you leave the list box blank, ALL applications will be returned.

- **Usage**: This parameter allows you to select the type of use to report on. The options are:
  - All Usages - shows every use date and time used
  - Last Time Used - timestamp of last time used
  - # of Times Used - the total number of uses

- **Output Format**: Select the report output. Each report can have it's own output format to be viewed in. The options are:
  - MHT (a standard HTML format)
  - PDF (default)
  - XLS
  - TIFF

> MHT is a standard HTML format used to bind resources that are typically represented by external links, such as images and logos, together with HTML code into a single file.

- **Sort By**: Select the parameter to sort the data included in the report by. The options in this parameter will vary depending upon the report template selected. Data will sort ascending.

- **Event Selection**: Select the usage events to report on. If you leave the list box blank, ALL events will be returned.

- **Time Interval**: Select the time interval for the **Date Range** on the horizontal axis of the chart. This parameter applies only to reports that have trend charts with time intervals.
  - Daily
  - Weekly
  - Monthly (default)
  - Quarterly

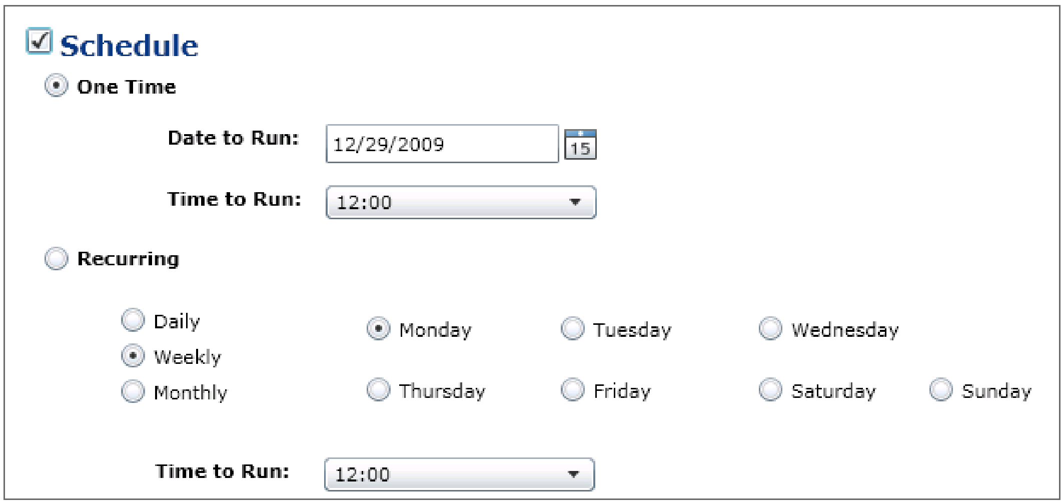
- **Enrollment Trend**: Select the type of user enrollment trend to show on the chart. This parameter applies only to reports that have charts with enrollment trends.
  - New Enrollment - Number of new user enrollments during each time interval within the specified date range (default)
  - Total Enrollment - Cumulative number of users enrolled at the end of each time interval in the specified date range

- **Output**: This parameter allows you to select whether this report should include the data only (table format), chart only (bar or pie), or both. The options are:
  - Data
  - Chart
  - Both

Schedule

The scheduler provides the following options:

- **One Time** - Schedule a specific date and time for your report to run
- **Recurring** - Set up a recurring schedule for your report



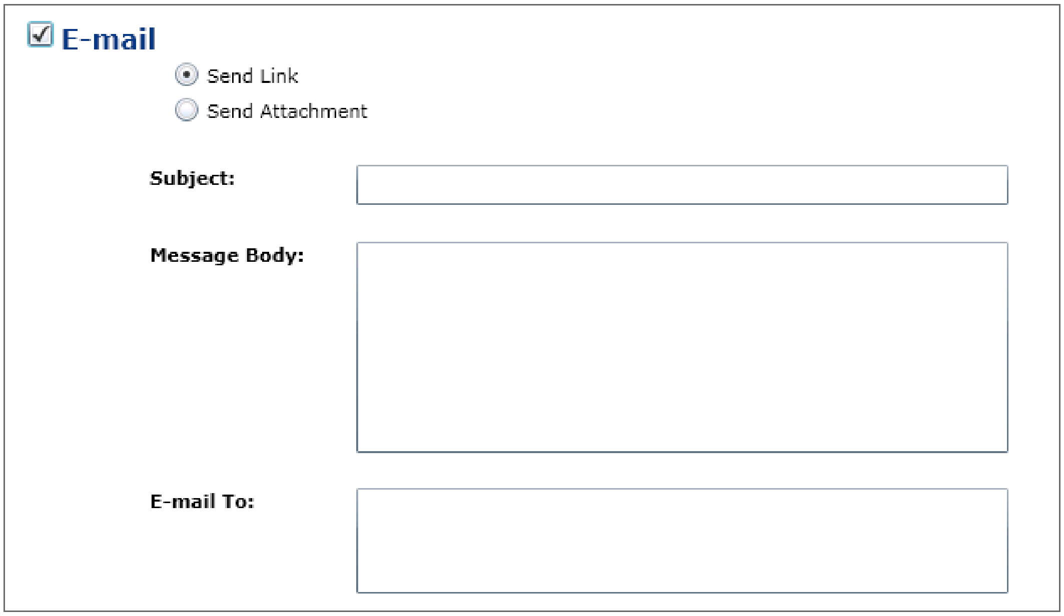
To set or modify a schedule:

1. Enable the check box next to **Schedule**, if not already enabled.
2. Select **One Time** or **Recurring**.
3. If you select **One Time**, select the **Date to Run** and **Time to Run** this report.
4. If you select **Recurring**, click the frequency- **Daily**, **Weekly**, **Monthly** - with which you want the report to recur and then select the options for frequency.
   - **Daily**: There are no further options for daily. If you select **Daily**, your report will run every day at the designated time.
   - **Weekly**: Select the day of the week to run. You can only select one day.
   - **Monthly**: Enter the **Day of Month** to run this report.
5. Once your recurrence pattern is set, select the **Time to Run**.

> Once a recurring schedule is set up for a report, it will run until you modify the schedule or unscheduled it. To edit only schedule options, click **Manage** > **Schedule**.

E-mail

The e-mail options allow you to automatically send an e-mail, with a link to the report or the report attached, to an unlimited number of recipients.

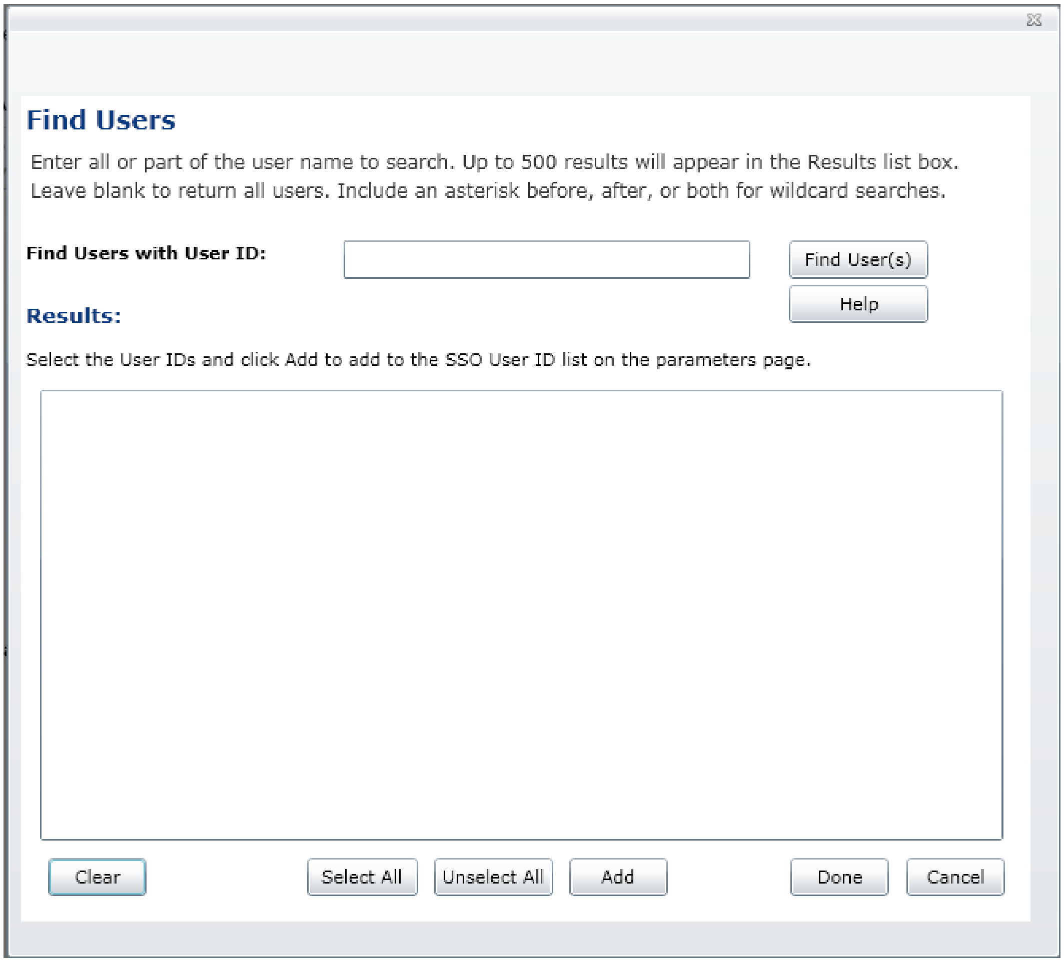


To set up the email options:

1. Enable the check box next to **E-mail**.
2. Select whether this email should send a link or attachment by clicking either **Send Link** or **Send Attachment**.
3. Enter a **Subject** for this email.
4. Enter a **Message Body** for the recipients of this email. This field is optional.
5. Enter a list of email addresses in the **E-mail To** list box. This list can be separated by a comma (,) or a semi-colon (;).

Find Users

The Find Users dialog allows you to locate users by performing an SQL query into the database.



- **Find Users with User ID**: Enter all or part of the fully qualified domain user name to search for users. Leave this field blank to return all users. You may include an asterisk before and after the search string to narrow the results.

> Up to 500 results will be returned for any given search.

The search results appear in the **Results** list box. You can select multiple users by clicking CTRL + SHIFT, or click **Select All**. You must click the **Add** button for the users to appear on the **SSO User ID(s)** list box on the Configure Parameters screen.

Each button has the following function:

- **Clear** – Clears all User IDs from the Results list box and all search parameters.
- **Select All** – Selects all User IDs in the Results list box.
- **Unselect All** – Unselects all selected User IDs in the Results list box.
- **Add** – Adds all User IDs in the Results list box to the SSO User ID(s) list box on the Configure Parameters page. The **Add** button enables you to iteratively search and add users to the SSO User ID(s) list box while the Find Users dialog remains open. Once selected names are added, they are removed from the Results list box.

- **Done** – Closes the Find Users dialog. If User ID(s) are selected in the Results list box, and **Done** is clicked, the users are not added to the **SSO User ID(s)** list. You must always click **Add** to add those users. Use the **Done** button after you have added all required users.
- **Cancel** – Cancel will undo all actions since the Find Users dialog was opened. The **SSO User ID(s)** list returns to exactly as it was before opening the Find Users dialog.

Manage Reports

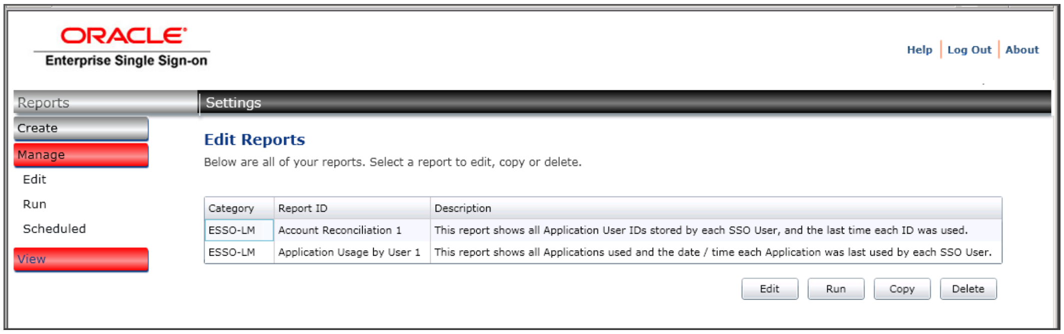
From the Manage Reports section, you can edit, run and change a report's schedule.

- The Edit screen displays all your saved reports. From here you can select a report to edit, copy or delete. You can delete multiple reports at a time from this screen.
- The Run screen displays all your saved reports. From here you can select one or multiple reports from the list to run immediately.
- The Scheduled screen displays all currently scheduled reports. From here you can modify the schedule, or unschedule the report.

Edit Reports

The Edit screen displays all of your saved reports. From the Edit screen you can:

- Edit parameters - select a report and click **Edit**.
- Copy a report - select a report and click **Copy**.
- Delete one or multiple reports - select one or multiple reports and click **Delete**.



Copy Reports

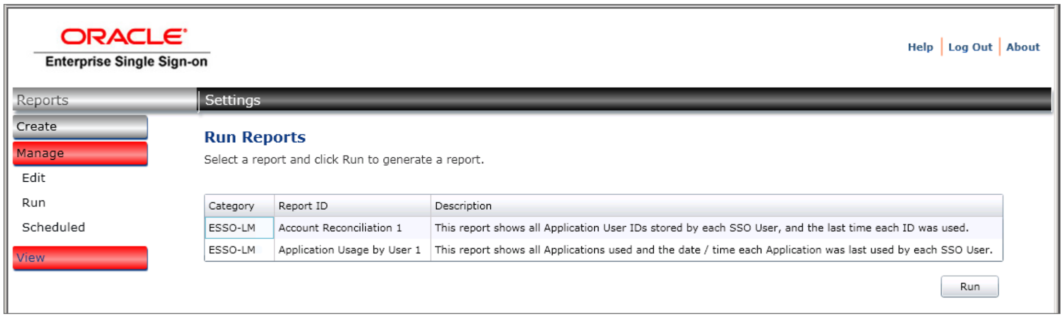
The ability to copy reports is available so that you can take an existing report and reuse the parameters. To copy a report:

1. Click **Manage** > **Edit**.
2. Select a report and click **Copy**.
3. The Enter Report Description dialog appears. It is recommended that you enter a unique description for each report. Enter the description and click **OK**.
4. The Configure Parameters screen appears. The **Report ID** will automatically update to the next available number so that the report is unique without any further action from you.
5. Change parameters and edit the schedule and email options as needed. If preferred, click **Clear** to reset all parameters back to the defaults.
6. When complete, click **Save** or **Run**. Run will run this report now and save it.
7. This new report will now be available in the report lists.

Run Reports

The Run screen displays all of your saved reports. From the Run screen you can immediately run reports. Select one or multiple reports and click **Run**.

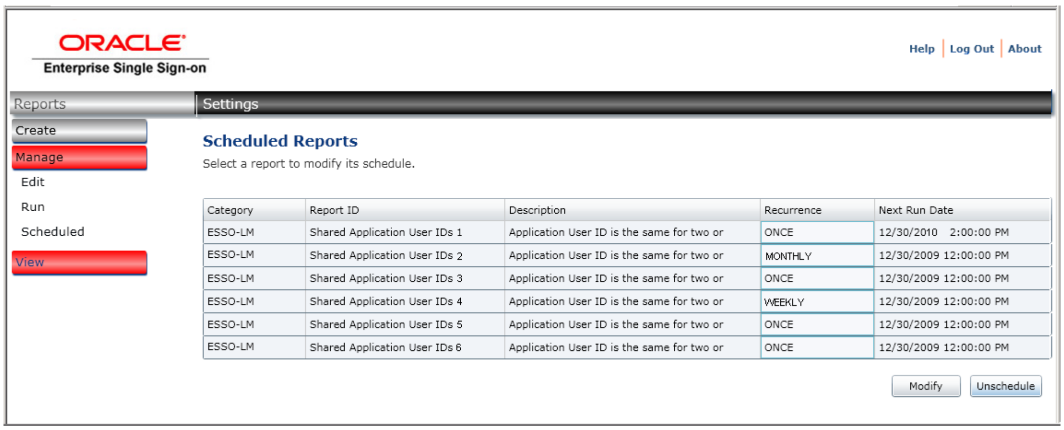
- Once a report is started, you can view its progress on the View Running screen, **View** > **Running**.
- When it is complete, you can view the output in the View Output screen, **View** > **Output**.



Scheduled Reports

The Scheduled screen displays all of your saved reports that are scheduled to run at some point in the future. From the Schedule screen you can:

- Modify Schedule - select a report and click **Modify**. Modify the schedule options as needed and click **Save**.
- Unschedule a report - select one or multiple reports and click **Unschedule**. A dialog appears asking if you are sure you want to unschedule these reports. Click **OK**. The report will no longer run unless rescheduled or run manually.



View Reports

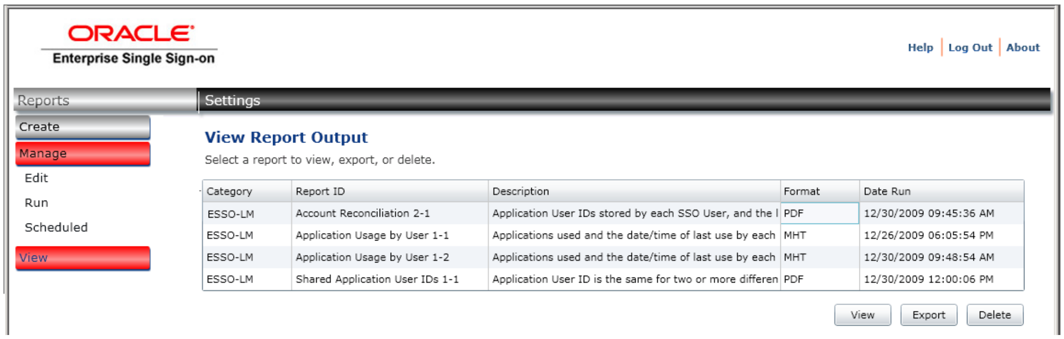
From the View Reports section, you can view and export report outputs as well as view the status of currently running reports.

- The Output screen displays all your report outputs. From here you can select a report to view, export or delete. You can delete multiple report outputs at a time from this screen.
- The Running screen displays the status of all your currently running reports. From here you can stop the execution of a report, or simply view that status of the reports that are currently running, or have completed within 24 hours.

View Report Output

The Output screen displays all of your report output files. From the Output screen you can:

- View a report - select a report and click **View**. Your report will open in a new window. Options will vary depending on the report output format (e.g. PDF or MHT).
- Export a report - select a report and click **Export**. The Windows Save As dialog appears prompting you to save the report to a location on your computer or network. Specify your location and click **Save**.
- Delete one or multiple reports - select one or multiple reports and click **Delete**.



View Running

The Running screen displays the status of all your currently running reports and those that have completed in the last 24 hours. This screen updates every 10 seconds. From here you can stop the execution of a report, or simply view that status of the reports that are currently running. The reports start time, percent complete, and end time are displayed and updated every few seconds.

To stop execution of a report, select the report and click **Stop**.

Once a report completes running, its status remains on this screen for a 24 hour period. After 24 hours, it will clear from this screen and be available via the **View** > **Output** screen.

Delete Reports

To delete a saved report template:

- Click **Manage** > **Edit**. Select one or multiple reports by clicking CTRL+SHIFT and click **Delete**.

To delete a report output:

- Click **View** > **Output**. Select one or multiple reports by clicking CTRL+SHIFT and click **Delete**.

Configure Settings

The settings on this screen are the global reporting settings. These settings are applied to all reports.

Database information

- **Database Connection String**: Use this field to update the database connection string. The format of this strings depends on your SQL setup. For example: "Data Source=<dbserver>;Initial Catalog=<database>;Connect Timeout=1200; Pooling=False;MultipleActiveResultSets=True;".

E-mail Information:

Enter the SMTP server information for your outgoing mail. These email settings will apply to all emails sent from the Reporting service.

- **SMTP Server for Outgoing Mail**: Enter the SMTP server name for all outgoing mail. For example, smtp.<host>.com.
- **SMTP Port**:Enter the SMTP server port number.
- **SMTP Account Name**: Enter the account name for the SMTP server.
- **SMTP Account Password**: Enter the password for the above account name for the SMTP server.
- **SSL Enabled**: Select to enable secure socket layer on the SMTP Server.

Date Format

In the 11.1.1.2.0 version of reporting, all dates and times are displayed in:

- **Time Zone:** Local to the Reporting Console Server and SQL Server. It is recommended that these servers are set to the same time zone.
- **Time system:** 24 hour clock

You can choose what format the date appears in:

- **United States:** MM/DD/YYYY
- **European:** DD/MM/YYYY