

Security Removable Media Manager

secRMMCentral for AD domain environments

Version 9.11.27.0 (April 2024) Protect your valuable data

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Squadra Technologies secRMMCentral Administrator Guide Created - September 2011

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Introduction

Overview

secRMMCentral lets you collect the secRMM events from all the computers in your network into a central event log on a single computer. This is useful for environments that are not running Microsoft Operations Manager (or another similar systems management product) or if you need to implement fault-tolerant functionality for your removable media events. At a bare minimum, combined with the secRMM Excel AddIn, you can use secRMMCentral to centrally monitor and manage the secRMM product in your environment.

The remaining subsections in this section can be skipped and you can proceed directly to the "Installation using Active Directory" section if you are already familiar with the Microsoft Event Forwarding technology.

Architecture

Microsoft Event Forwarding

secRMMCentral is an implementation of the Microsoft Event Viewer Event Forwarding/Subscription technology. The Microsoft documentation uses the term "event collector" as the Windows computer that will receive the events (i.e. the central event log). The computers that forward the events (to the "event collector") are called the "event source" computers. The "event source" computers are running the secRMM product and generating events into their local secRMM event log. The Microsoft Event Forwarding/Subscription technology relies upon the Microsoft WinRM technology. The section below (titled "Install/Configure WinRM") will guide you through installing Microsoft WinRM if it is not already installed in your environment.

secRMMCentral Event Log

For secRMMCentral, we are going to create a new event log named secRMMCentral on the "event collector" computer. The event log named secRMMCentral will receive all the secRMM events from the "event source" computers. The "event collector" can act as both an "event collector" and an "event source" so if an end user uses the "event collector" computer to copy files to a removable media device, these events will be collected just like any other "event source" computer. Creating the secRMMCentral event log is done using a standard Windows Installation which will be downloaded from the Squadra Technologies web site.

secRMMCentral Event Log Subscription

Once the secRMMCentral event log is created, we will create an "event log subscription" on the "event collector" computer. The "event log subscription" tells the "event collector" computer (actually, the service running on the "event collector" computer named "Windows Event Collector" [Wecsvc]) which "event source" computers will participate, from what event log to collect events from (in our specific case, this will be secRMM), what event log to put them in (in our specific case, this will be secRMMCentral) and how the event log data will be forwarded (either push [called Source-initiated]) to the "event collector" computer.

Types of Event Log Subscriptions

Microsoft lets you associate the "event source" computers to the "event collector" computer in two different ways:

- 1. Source-initiated subscriptions
- 2. Collector-initiated subscriptions

When you define a Source-initiated subscription, you use an Active Directory (AD) Group Policy Object (GPO) to tell the event log subscription on the "event collector" computer what computers are the "event source" computers. This is recommended if you have many computers in your network and they all have secRMM deployed on them. The Source-initiated subscription uses a "push" architecture.

When you define a Collector-initiated subscription, you manually add the computers to the event log subscription on the "event collector" computer. This is recommended if you only have a small number of computers in your environment. The Collector-initiated subscription uses a "pull" architecture. For the collector-initiated subscription, there is a configuration difference based on if your computers are in a domain or workgroup. We will point out these configuration differences in the installation steps below.

Microsoft Event Forwarding references

Before moving on to the installation, it might be beneficial to first read the following Microsoft links to increase your understand of the Microsoft event forwarding technology:

Configure Computers to Forward and Collect Events at: <u>http://technet.microsoft.com/en-us/library/cc748890.aspx</u>

Microsoft WinRM Overview

Supported Operations System Versions for WinRM

Windows Server 2003 R2, Windows Vista with Service Pack 1 (SP1), Windows 7, Windows 8, Windows Server 2008, Windows Server 2008 R2, Windows 2012, or Windows 2012 R2 can be the "event collector" computer.

Windows XP with Service Pack 2 (SP2), Windows Server 2003 with Service Pack 1 (SP1), Windows Server 2003 with Service Pack 2 (SP2), Windows Server 2003 R2, Windows Vista, Windows Vista with SP1, Windows 7, Windows 8 or Windows Server 2008 can be "event source" computers.

Note: Windows Vista, Windows 7 and Windows 2008 come with WinRM 2.0 as part of the Operating System installation. Windows 8 uses WinRM 3.0. WS-Management 2.0 is not installed by default for computers running on Windows XP with SP2, Windows Server 2003 with SP1, Windows Server 2003 with SP2, or Windows Server 2003 R2, so you must install WS-Man 2.0 before these computers can become "event source" computers. To get the download for WS-Management 2.0 go to <u>Windows</u> <u>Management Framework Core package (Windows PowerShell 2.0 and WinRM 2.0)</u>.

Microsoft versions of WinRM

If you are using the older Operating Systems (Windows XP with SP2, Windows Server 2003 with SP1, Windows Server 2003 with SP2, or Windows Server 2003 R2) and have already deployed WinRM 1.1, you need to decide whether you want to upgrade the WinRM 1.1 deployment to WinRM 2.0 first. You can choose not to upgrade to WinRM 2.0 (from WinRM 1.1), just be sure you enable the WinRM "EnableCompatibilityHttpListener" property when you configure WinRM in the section below. WinRM1.1 used (uses) ports 80 and 443 while WinRM2.0 uses 5985 and 5986 (for HTTP and HTTPS respectively). This impacts the WinRM service listener as well as the Windows Firewall settings. Compatibility between WinRM 2.0 and WinRM 1.1 is possible by using WinRM compatibility listeners (please read http://blogs.msdn.com/b/wmi/archive/2009/07/22/new-default-ports-for-ws-management-and-powershell-remoting.aspx). Note also that WinRM 2.0 requires the .Net 2.0 sp1 framework (at a minimum).



Lastly, Windows 8 and better are using WinRM 3.0. WinRM 3.0 and WinRM 2.0 appear to coexist without any need for special configuration.

Detecting which version of WinRM is installed

WinRM service is running

If the WinRM service is running, from an elevated command prompt, type: **winrm id** and then look in the table below using the first part of the ProductVersion line in the output.

Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601] Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Windows\system32>winrm id IdentifyResponse Protocollarge in http://cocharge.dotf.com//uben/warge/1/warge.ved
ProductVersion = Microsoft Sorporation ProductVersion = 0S: 6.1.7601 SP: 1.0 Stack: 2.0

Figure 2 - Checking the WinRM version using WinRM command

Note: If you get an access denied error when you issue winrm id (see screen shot below), be sure that the Administrator userid you are using has a password. Also, issue the following command so that your local Administrator account can get past User Access Control (UAC):

reg add HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System /v LocalAccountTokenFilterPolicy /t REG_DWORD /d 1 /f

If you still get an error after the steps above, then you should go to the section below titled "Install/Configure WinRM" to issue the command **winrm quickconfig** since it is likely that winrm has not yet been configured on the computer.



Figure 3 - Access denied error issuing WinRM command due to UAC

WinRM service is not running

If the WinRM service is not currently running, you can determine the version of WinRM installed on your system by checking the version of the file **%Windir%\System32\wsmsvc.dll**. You need to use Windows Explorer to do this. Using Windows Explorer, right mouse click on %Windir%\System32\wsmsvc.dll and select the Properties menu item. In the tabbed Properties window, click the Details tab. Look at the Property named "Product version". The table below outlines the WinRM version number that is indicated by the various possible file version numbers of **%Windir%\System32\wsmsvc.dll**:

Version number for %Windir%\System32\wsmsvc.dll	WinRM version
5.2.3790.2075	0.5
6.0.6000.16386	1.0
5.1.2600.3191	1.1
5.2.3790.2990	1.1

5.2.3790.4131	1.1
6.0.6001.18000	2.0
6.0.6002.18111	2.0
6.1.7600.16385	2.0
6.1.7601.17514	2.0
6.2.8102.0	3.0
10.0.14393.479	3.0

Microsoft WinRM references

Before moving on to the installation, it might be beneficial to first read the following Microsoft links to increase your understanding of the Microsoft WinRM technology:

Installation and Configuration for Windows Remote Management at:

http://msdn.microsoft.com/en-us/library/aa384372(v=vs.85).aspx

Details on the changes in Windows Remote Management behavior in Windows Server 2008 R2 and Windows 7

http://technet.microsoft.com/en-us/library/ee922649(WS.10).aspx

Comments about WinRM

We chose to use the Microsoft Windows Event Forwarding technology since it comes as a core component of the newer Microsoft Operating Systems. The steps to setup the Event Forwarding Technology are not difficult. We wish that could be said of WinRM. WinRM is not difficult to install if your environment is entirely comprised of the newer Microsoft Operating Systems and you are running in a domain environment. In this case, you can simply use Active Directory Group Policy to install and configure WinRM. Where it becomes more challenging is when you also are still running the older Microsoft Operating Systems and have already deployed WinRM version 1.1. Installing WinRM in a non-domain (i.e. WORKGROUP) environment also requires additional steps. In this document, we give you all the commands you need to handle a mixed WinRM versioned environment and for a non-domain environment. All that said, there are security considerations that need to be made. While we make every attempt to answer these questions in this documentation, you will need to factor in the security policies of your environment and weave them into the steps in the Installation sections below. Squadra Technologies is always willing to provide free technical support during the secRMMCentral deployment so if you have questions and need assistance, please call us.

With all that said, you might be somewhat hesitant about using WinRM. However, the advantages of using this technology, combined with Windows Event Forwarding technology make it attractive to implement. First off, since these technologies come as part of the OS, there is no agent needed (although running the WinRM service could be argued that it is an agent). The solution is very scalable and the collector is capable of supporting 100s or 1000s of computers. If you are working in a domain, Microsoft has made the configuration available in Active Directory Group Policy. This is useful in a large

deployment. Finally, a huge benefit of the Microsoft Event Forwarding technology is for systems that are mobile (i.e. sometimes on the network and sometimes not on the network), the Windows Event Forwarding technology will pick up all the events once the system comes onto the network.

Installation using Active Directory

The following sections describe how to deploy WinRM, Microsoft Event Forwarding and secRMMCentral. These 3 components are all inter-related to allow you to forward the secRMM events from all the computers in your environment into one computers event log (this event log will be named secRMMCentral and the computer is the "event collector").

Before you start, you will need to choose a computer in your environment that will act as the "event collector" (i.e. the computer that will receive all the forwarded secRMM events). This computer is where you will install secRMMCentral.

Since the Microsoft Event Forwarding technology relies on WinRM. WinRM must be installed and configured on both the "event collector" and "event source" computers. These steps are outlined below.

NOTE: If your domain controller is not yet on W2008 and you do not see the "Windows Remote Management" System Service in step 1 below, you can download the Windowsremotemanagement.adm from <u>http://support.microsoft.com/kb/936059</u>.

Create the AD GPO

Using the Group Policy Management MMC, create a Group Policy Object with the following 4 settings:

- 1. Set the WinRM service to auto start:
 - A. In the Group Policy Editor, navigate to Computer Configuration \ Policies \ Windows Settings \ Security Settings \ System Services.
 - B. Double click Windows Remote Management (WS-Management)
 - C. Set it to Automatic.

Group Policy Management Editor			_
File Action View Help			
🗢 🔿 🖄 📷 🗟 🖬			
🗐 secRMMCentral WinRM and Event Forwarding 🚺	Service Name A	Startup	Permission
🖃 👰 Computer Configuration	🙀 Virtual Disk	Not Defined	Not Defined
Policies	🙀 VMware Snapshot Provider	Not Defined	Not Defined
🕀 🚞 Software Settings	🙀 VMware Tools	Not Defined	Not Defined
Windows Settings	Volume Shadow Copy	Not Defined	Not Defined
Name Resolution Policy	🙀 Windows Audio	Not Defined	Not Defined
Scripts (Startup/Shutdown)	🙀 Windows Audio Endpoint Builder	Not Defined	Not Defined
E Security Settings	Windows CardSpace	Not Defined	Not Defined
Account Policies	🙀 Windows Color System	Not Defined	Not Defined
	Windows Driver Foundation - User-mode Driver Framework	Not Defined	Not Defined
Restricted Groups	Windows Error Reporting Service	Not Defined	Not Defined
The System Services	🙀 Windows Event Collector	Not Defined	Not Defined
	🙀 Windows Event Log	Not Defined	Not Defined
+ 🔒 File System	🙀 Windows Firewall	Not Defined	Not Defined
🕀 📊 Wired Network (IEEE 802.3)	Windows Font Cache Service	Not Defined	Not Defined
🗉 🧾 Windows Firewall with Advar	😳 Windows Installer	Not Defined	Not Defined
Network List Manager Policie	Windows Management Instrumentation	Not Defined	Not Defined
🕀 🚮 Wireless Network (IEEE 802	🙀 Windows Modules Installer	Not Defined	Not Defined
🕀 🧮 Public Key Policies	Windows Procentation Foundation Font Cache 2.0.0.0	Not Dofined	Not Dofined
① Software Restriction Policies	Windows Remote Management (WS-Management)	Automatic	Configured
H Network Access Protection	Car Windows Hine	Nordennea	Notbenned

Figure 4 - Group Policy Object for WinRM Service

- 2. Create the WinRM listener:
 - A. In the Group Policy Editor, navigate to Computer Configuration \ Policies \ Administrative Templates \ Windows Components \ Windows Remote Management (WinRM) \ WinRM Service.
 - B. Double click:
 - a. For pre-W2012: Allow automatic configuration of listeners
 - b. For W2012: Allow remote server management through WinRM
 - C. Set the IPv4 and IPv6 filters to * (an asterisk).
 - D. [Optional] If you have any older Windows systems using WinRM 1.1 AND they are still using the old WinRM service listener port numbers (i.e. 80 and 443), then you should also enable "Turn On compatibility HTTP[S] Listener"



Figure 5 - Group Policy Object for WinRm Service Listener Component

- 3. Create a firewall exception for WinRM:
 - A. In the Group Policy Editor, navigate to Computer Configuration \ Policies \ Windows Settings \ Security Settings \ Windows Firewall with Advanced Security \ Inbound Rules.
 - B. Create an Inbound Rule for WinRM for port 5985. Select the "Predefined" radio button and select the "Windows Remote Management" in the drop-down listbox.

R			Group Polic	y Management				
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	Group Policy Management	secRMM	Central					
⊿	<u>a</u>		Group Policy Managemen	t Editor				_ □
	File Action View Help							
	🗢 🔿 🙍 🕞 📓							
	a 🚆 Windows Firewall with Advanced Sect	urity 🔨	Name	Group	Profile	Enabled	Action	Override
	A Mindows Firewall with Advanced	Security -	Windows Remote Management (HTTP-In)	Windows Remote Management	Public	Yes	Allow	No
	🗱 Inbound Rules		Windows Remote Management (HTTP-In)	Windows Remote Management	Domain, Private	Yes	Allow	No
	Cutbound Rules							
	to nection Security Rules							
	📔 Network List Manager Policies							

Figure 6 - Group Policy Object for WinRM (Remote Windows Management Instrumentation)

Note: The firewall rule you create in the GPO (above) equates to the command line:

netsh advfirewall firewall add rule name="Windows Remote Management (HTTP-In)" dir=in action=allow service=any enable=yes profile=any localport=5985 protocol=tcp

- 4. Specify the "event collector" computer for the "event source" computers
 - A. In the Group Policy Editor, navigate to Computer Configuration \ Policies \ Administrative Templates \ Windows Components \ Event Forwarding.
 - B. Double click either (whichever is listed in your environment):
 - a. Configure target subscription manager
 - b. Configure the server address
 - C. Click the Enable button.
 - D. Click the Show button (to the left of the button, it says subscription managers)
 - E. Add the value Server=*TheCollector.YourDomain.com*
 - a. Where *TheCollector.YourDomain.com* is the FQDN name of the "event collector" computer in your environment
 - **b.** NOTE: Make sure you type in the "Server=" text

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File Action View Help
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🖃 👰 Computer Configuration
🖃 🧮 Policies
🕀 🚞 Software Settings
🕀 🚞 Windows Settings
🖃 🚞 Administrative Templates: Policy de
Image: Imag
Printers
Windows Components
Active Directory Federation
ActiveX Installer Service
Application Compatibility
AutoPlay Policies
E Dackup
Bitl odder Drive Encryption
Credential User Interface
Deskton Gadgets
Desktop Window Manager
Digital Locker
Event Forwarding
🕀 🚞 Event Log Service



Configure the serv	ver address, refre	esh interval, and issuer certificate authority of a target Subscription Manager sh interval, and issuer certificate authority of a target Subscription Manager
Previous Setting	Next setting	J
O Not Configured	Comment:	Define the secRMMCentral Collector to be W2008R2X641.squadra.com
Enabled		
C Disabled		
	Supported on:	At least Windows Vista
Options:		Help:
SubscriptionManager	s Show	This policy setting allows you to configure the server addr and issuer certificate authority (CA) of a target Subscriptio
Show Content	s	puter to which events are
Subscription	Managers	ilue]*
Valu	ie	he computer to which even the default transport prot
► Serv	er=W2008R2X641	squadra.com "where <fqdn> is the f</fqdn>
*		wise, specify the full OK
		iman/SubscriptionMana

Figure 8 - Group Policy Object for the event forwarding subscription -> specifying the "event collector" computer

Installation using Azure Intune

Create the Intune Configuration Profile

From within the Intune portal: 'All services'->'Configuration profiles'->'Create profile': Platform: Windows 10 and later Profile type: Templates Template Name: Administrative templates Name: 'secRMM Event forwarding' Setting name: 'Windows Components' Computer Configuration/Windows Components: Event Forwarding Configure target Subscription Manager, enabled, SubscriptionManagers: Server=http://xxx.xxx.5985/wsman/SubscriptionManager/WEC,Refresh= 1800 Where xxx.xxx is the FQDN of the collector computer

On the assignments tab, specify the group(s) of Windows computers running secRMM that will forward the secRMM events to the collector computer.

Configure the "event collector" computer

To configure the "event collector" computer:

- 1. You must login to the "event collector" computer using an Administrators account.
- 2. Open a Command Prompt Window in Administration Mode
 - a. At the command prompt, type **winrm qc**
 - b. At the command prompt, type: wecutil qc

🛤 Administrator: Command Prompt	
C:\>wecutil qc_	
tart 🛛 🚠 📰 🎑 👞 🖉 📷 Administrator: Comm	

Figure 9 - Issuing wecutil qc

3. Respond Y if you get the prompt in the screen shot below.



Figure 10 - Responding to wecutil qc



Figure 11 - Successful wecutil install message

Enable "event collector" permission to Event log

Add the "Network Service" built-in user account (i.e. not from the domain but from the local computer) to the "Event Log Readers" Group.

🔚 Computer Management		Event Log Readers Properties	X
File Action View Help	? 🗊	General	
 Computer Management (Local System Tools Task Scheduler Event Viewer Shared Folders Local Users and Groups 	Name Administrators Backup Operators Cryptographic Ope Distributed COM U Event Log Readers	Event Log Readers Description: Members of this group can read event logs from local Members:	• • •
 ☐ Groups ▶ @ Reliability and Performa △ Device Manager ▲ Storage ☑ Disk Management ▷ ➡ Services and Applications 	 Guests IIS_IUSRS Network Configura Performance Log U Performance Monit Power Users Remote Desktop Us Replicator Users 	Select Users ? Select this object type: Users or Built-in security principals Users or Built-in security principals Object Types From this location: VISTASP2X862 Enter the object names to select (examples): Locations NETWORK SERVICE Check Name Advanced OK	

Figure 12 - Add network service built-in account to Event Log Readers group

Install secRMMCentral on the "event collector" system

 On the "event collector" system, download the secRMMCentral installation program from the Squadra Technologies web site at <u>http://www.squadratechnologies.com/Products/secRMM/secRMMDownloads.aspx</u>. The

secRMMCentral download is under the "Additional optional downloads" link on the Squadra

Technologies download page.

Home >> secRMM >> Downloads >> Optional Downloads

Item	Download link
Microsoft System Center/Azure	secRMM System Center/Azure
Excel AddIn	secRMMExcelAddIn
secRMMCentral	secRMMCentral

Home >> secRMM >> Downloads >> secRMMCentral

secRMMCentral collects all the secRMM events from the computers running secRMM. This might be necessary if you are not using Microsoft Operations Manager or another systems management product. secRMMCentral utilizes Microsoft Windows Event Log Forwarding/Subscriptions. This Microsoft technology allows you to define a central repository of events from other computers. secRMMCentral works with the secRMM Excel AddIn to allow you to look at an individual system or all the systems in your environment.

Please select a link(s) from the list below.

Item	Download link
secRMMCentral x64 install	secRMMCentralInstallx64.zip
secRMMCentral x86 install	secRMMCentralInstallx86.zip
Administrators Guide	secRMMCentralAdministratorGuide.pdf left click to view online right click and then "Save As" to download

Figure 13 - Download secRMMCentral installation from Squadra Technologies web site

2. Perform the secRMMCentral installation **only on** the "event collector" system:



Figure 14 - secRMMCentral installation

3. Once the installation is complete, you will see the secRMMCentral event log in the event log viewer:



Figure 15 - secRMMCentral Event Log

Configure the Event Forwarding Subscription

In the secRMMCentral installation directory on the "event collector" computer (you performed this installation in the previous section), there is an XML file that get installed called: SubscriptionSourceInitiated.xml

😋 🔾 🛛 🚺 🤆 Program	Files\secRMMCentral		▼ 4 Search
🎍 Organize 👻 🏢 Views	👻 😢 Burn		
Favorite Links	Name	Date modified	Туре
 Documents Pictures Music More >> 	SubscriptionCollectorInitiated.xml SubscriptionSourceInitiated.xml SubscriptionCollectorInitiated.cmd SubscriptionSourceInitiated.cmd secRMMCentral.man secRMMCentral.exe	10/13/2011 2:59 PM 9/8/2011 2:28 PM 9/5/2011 6:58 PM 9/5/2011 6:57 PM 10/13/2011 2:59 PM 9/5/2011 10:51 AM	XML Document XML Document Windows Comma Windows Comma MAN File Application

Figure 16 - secRMMCentral Installation directory

Using a CMD window in Administrator mode, change into the directory where secRMMCentral is installed (this is C:\Program Files\secRMMCentral by default) and execute the SubscriptionSourceInitiated.cmd. This cmd file will use the xml file SubscriptionSourceInitiated.xml to create the subscription.

Set the secRMMCentral event log to roll when full

Right mouse click on the secRMMCentral event log and select "Properties". In the "General" tab, set "Archive the log when full, do not overwrite events".

	L	og Properties - secRMMCentral (Type: Administrative)	
General	Subscriptions		
Full N	lame:	secRMMCentral	
Log p	ath:	%SystemRoot%\System32\Winevt\Logs\secRMMCentral.evtx	
Log s	ize:	1.00 MB(1,052,672 bytes)	
Creat	ed:	Thursday, September 17, 2015 10:17:17 AM	
Modi	fied:	Thursday, September 17, 2015 11:49:10 AM	
Acces	sed:	Thursday, September 17, 2015 10:17:17 AM	
✓ Enable logging			
Maxir Wher	num log size (KE 1 maximum even	3): 1028 🗘	
Overwrite events as needed (oldest events first)			
O Archive the log when full, do not overwrite events			
0	Do not overwrit	e events (Clear logs manually)	

Install secRMM on the event collector computer

Next, make sure you have secRMM (i.e. the core product, i.e. secRMMInstallx64.msi or secRMMInstallx86.msi) installed on the "event collector" computer.

Adjusting the security

Windows 10

If your "event collector" computer is running Windows 10, you will need to modify the permissions to allow the local network service to access the WinRM URL. Please enter the following command (try to use "cut and paste" to avoid mistyping the command):

netsh http add urlacl url=http://+:5985/wsman/ user="NT AUTHORITY\NETWORK SERVICE"

Windows Server 2016 and above

If your "event collector" computer is a Windows Server version 2016 and above, you will need to modify the permissions to allow the local network service to access the WinRM URL. Please enter the following commands (try to use "cut and paste" to avoid mistyping the commands):

netsh http delete urlacl url=http://+:5985/wsman/

netsh http add urlacl url=http://+:5985/wsman/ sddl=D:(A;;GX;;;S-1-5-80-569256582-2953403351-2909559716-1301513147-412116970)(A;;GX;;;S-1-5-80-4059739203-877974739-1245631912-527174227-2996563517)

netsh http delete urlacl url=https://+:5986/wsman/

netsh http add urlacl url=https://+:5986/wsman/ sddl=D:(A;;GX;;;S-1-5-80-569256582-2953403351-2909559716-1301513147-412116970)(A;;GX;;;S-1-5-80-4059739203-877974739-1245631912-527174227-2996563517)

netsh http show urlacl

Details about the commands listed above are in the following Microsoft KB article: <u>https://support.microsoft.com/en-us/help/4494462/events-not-forwarded-if-the-collector-runs-windows-server-2019-or-2016</u>

Viewing the secRMMCentral data

Now that the installation is complete, you will start to see the secRMM events from the "source event" computers showing up in the secRMMCentral event log on the "collector event" computer.

🛃 Event Viewer						_ 8 :
File Action View Help						
Event Viewer (Local)	secRMMCent	ral Number of events: 34			Act	ions
	Filtered:	Log: secRMMCentral; Sou	rce: ; Event ID: -111. Number of e	vents: 27	sec	RM ▲ L
	Level	Date and Time	Computer W2008B2X641.squadra.com	Even Sou ▲	 –	Op
Applications and Services Logs Hardware Events	1 Information	9/22/2011 6:20:54 AM	Windows7SP1x641.squadra.com	403 sec	Ľ	Im
Internet Explorer Key Management Service	Information	9/22/2011 11:35:26 AM 9/22/2011 11:34:33 AM	W2008R2X641.squadra.com W2008R2X641.squadra.com	402 sec 400 sec		Cle
⊞ Microsoft	Ĩ				7	Filt
secRMMCentral	Event 402, sec	RMM		×		Cle
ecRMMCentral 😭 Windows PowerShell	General D	etails				Pro
🛃 Subscriptions	Removah	le Media Security Audit:		<u> </u>	000	Dis
	Drive: E:, \	/olume: \Device\Harddisk	Volume2, Desc: Removable Disk, S	SerialNumbe		Sa
	Model: Cl	3M USB 2.0 FLASH USB De	vice		, and	Sa

Figure 17 - secRMMCentral Event Log

Show the Computer column

You can right mouse click on any column header (ex: Level, 'Date and Time', etc.) and select 'Add/Remove columns...'. Click 'Computer' in the 'Available columns' list and then click the 'Add' button so that the 'Computer' column shows in the 'Displayed columns' list.

Viewing the "source event" computers

On the secRMMCentral (collector) computer, within the "Event Viewer", you can see the "source event" computers as shown in the screenshot below. Notice the column labeled "Source Computers". It shows the number of "source event" computers that are registered with the "collector computer" (i.e. secRMMCentral).

8				Ev	vent Viewer
File Action View Help					
🗢 🔿 🙍 🖬					
Event Viewer (Local)	Subscriptions 1 Tota	l, 1 Active	2.		
Custom Views	Name	Status	Туре	Source Computers	Destination Log
Applications and Services Logs	SecRMMCentral	Active	Source Initiated	6	secRMMCentral/secRMMCentral
Subscriptions					

When you click the secRMMCentral subscription, the Actions column will give you options to further see your environment as shown in the screenshot below.

Event Viewer (Local)	Subscriptions 1 Tota	l, 1 Active.	Actions
Custom Views	Name	Status Type	Subscriptions
 Windows Logs Applications and Services Logs 	secRMMCentral	Active Source Initiated	🍯 Open Saved Log
🚰 Subscriptions			🛛 🌱 Create Custom View
			Import Custom View
			Create Subscription
			View
			Q Refresh
			<table-cell> Help</table-cell>
			secRMMCentral
			Delete
			Runtime Status
			Properties
			Disable
			Retry
			a Refresh
			? Help
1		1	

The "Runtime Status" is especially useful since it will show you the list of "source event" computers and their current status (green icon means it is connected to the collector computer).

Subscription Runtime Status - secRMMCentral
atus:
dditional status.
ers: 6 Total, 1 Active, 5 Inactive
Computer Name
Jackie-PC.CONTOSO.com
SCCMR2.CONTOSO.com
SCOM2016-2.CONTOSO.com
SCOMR2.CONTOSO.com
secRMMDemo1.CONTOSO.com
W82.CONTOSO.com

If you are first bringing on "source event" computers and they are not "Active", try restarting the WinRM service on the "source event" computer. This will usually bring it to the "Active" Status.

Using the secRMMCentral data

Microsoft System Center Operations Manager

secRMMCentral has a System Center Operations Manager (SCOM) Management Pack available. The SCOM Management Pack allows you to see the secRMMCentral events as SCOM alerts. It also gets the secRMMCentral events into the SCOM databases (Datawarehouse and ACS) for reporting purposes. To get the secRMMCentral SCOM Management Pack, please go to http://www.squadratechnologies.com/Products/secRMM/SystemCenter/secRMMSystemCenterOperati onsManager.aspx.

Home >> secRMM >> Downloads >> secRMM System Center/Azure >> SCOM

The secRMM System Center Operations Manager Management Pack (MP) allows you to utilize the functions and features of secRMM directly from within the Operations Manager Console. secRMM has reports in both the OpsMgr Data Warehouse and the OpsMgr Audit Collection Services databases.

Item	Download link
Microsoft System Center Operations Manager secRMM Management Pack	Squadra.secRMM.xml right click and then "Save As" to download
Microsoft System Center Operations Manager ACS and Data Warehouse reports	secRMMReports
Microsoft System Center Operations Manager Administrators Guide	secRMMSCOM.pdf
Microsoft System Center Operations Manager secRMMCentral Management Pack	Squadra.secRMMCentral.xml right click and then "Save As" to download

Standalone SQL database for reports

If you do not have a backend framework product (such as SCCM or SCOM or a SIEM tool) that can consume the secRMMCentral event data, you can still generate reports from the data using a standalone SQL database. If possible, the SQL instance should be on the same computer as the secRMMCentral event log (which you setup above). While it is possible for the SQL instance to be on a separate computer, you will need to edit some of the installation scripts (in the instructions below). If your SQL instance is on a separate computer from the secRMMCentral event log, please contact Squadra Technologies support for assistance.

Prerequisites

You will need the following software components installed:

- 1. Microsoft SQL server with the "SQL reporting services" component installed
- Microsoft Command Line Utilities for SQL Server (i.e. sqlcmd) <u>https://docs.microsoft.com/en-us/sql/tools/sqlcmd-utility</u> (for SQL 2017 and 2019) <u>https://www.microsoft.com/en-us/download/details.aspx?id=52676</u> (for SQL 2016) <u>http://www.microsoft.com/en-us/download/details.aspx?id=42295</u> (for SQL 2014 <u>http://www.microsoft.com/en-us/download/details.aspx?id=36433</u> (for SQL 2012) <u>http://www.microsoft.com/en-us/download/details.aspx?id=16978</u> (for SQL 2008)
- 3. Microsoft Log Parser https://www.microsoft.com/en-us/download/details.aspx?id=24659
- 4. Squadra Technologies secRMM (i.e. the core product, i.e. secRMMInstallx64.msi or secRMMInstallx86.msi)
- 5. Microsoft SQL Management Studio (optional but very helpful)

Setup

1. Download the secRMMStandaloneReports.zip file from the Squadra Technologies web site under the secRMM Download area as shown in the screenshot below

Home >> secRMM >> Downloads >> secRMMReports

secRMM Reports are available in Microsoft System Center Configuration Manager (SCCM) and Operations Manager (SCOM). The secRMM SCOM reports can be run from either/or the SCOM Datawarehouse Database or the SCOM Audit and Collection Services (ACS) Database.

If you do not have SCOM in your environment, you can run a standalone SQL Database to report off. The standalone SQL configuration can work in conjunction with **secRMMCentral** or just by forwarding the event data via files.

Item	Download link
Microsoft System Center Operations Manager Data Warehouse reports	secRMMOpsMgrDWReports.zip
Microsoft System Center Operations Manager ACS reports	secRMMOpsMgrACSReports.zip
Microsoft System Center Configuration Manager reports	secRMMSCCMReports.zip secRMMSCCMInTuneReports.zip
Standalone reports	secRMMStandaloneReports.zip

Please select a link(s) from the list below.

2. Unzip the secRMMStandaloneReports.zip file. It is recommended that you unzip it in the secRMMCentral directory as shown in the two screenshots below.

isecRMMStandaloneReports.zip	3/6/2019 12:36 PM	Compressed (zipped) Folder
		×
💿 🎒 Extract Compressed (Zipped) Folders		
Select a Destination and Extract Files		
Files will be extracted to this folder:		
$\label{eq:c:Program Files} C: \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $	Bro	wse
Show extracted files when complete		
	Extract	Cancel

鷆 🕨 This PC 🕨 Local Disk (C:) 🕨 F	Program Files 🕨 secRMMCentral 🕨
	∧ Name
	secRMMStandaloneReports
	Install.vbs
	secRMMCentral.exe
	secRMMCentral.man
	SubscriptionCollectorInitiated.cmd
	SubscriptionCollectorInitiated.xml
	SubscriptionSourceInitiated.cmd
	SubscriptionSourceInitiated.xml

3. For the following steps below, check to make sure that all of the files that were unzipped are unblocked (see screen shot below). Windows (sometimes) blocks these files because they were downloaded from the Internet.

secRMMSCC	M2012ConsoleExtension.dll Properties	
General Secu	urity Details Previous Versions	
0	secRMMSCCM2012ConsoleExtension.dll	
Type of file: Opens with:	Application extension (.dll) Unknown application Change	
Location:	D:\Hold\Downloads\5.5.0.0\secRMMSCCMInstall	
Size:	273 KB (280,064 bytes)	
Size on disk:	276 KB (282,624 bytes)	
Created:	Yesterday, September 08, 2013, 11:55:44 AM	
Modified:	Today, September 09, 2013, 6:14:38 PM	
Accessed:	Yesterday, September 08, 2013, 11:55:44 AM	
Attributes:	Read-only Hidden Advanced	
Security:	This file came from another computer and might be blocked to help protect this computer.	
	OK Cancel Apply	

 Within the secRMMStandaloneReports subdirectory, edit CMD file Standalone_ImportSecRMMEventsIntoSQL.cmd to set the variables below for your environment: Line 34: set SQLServerAndInstance=localhost Line 35: set DatabasePhysicalFilesLocation=C:\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\DATA\ Line 36: set DatabasePhysicalFilesLocationLog=C:\Program Files\Microsoft SQL

Server\MSSQL12.MSSQLSERVER\MSSQL\DATA\

5. Run Standalone_ImportSecRMMEventsIntoSQL.cmd so that the SQL database named secRMMDatabase gets created.



 Once the database named secRMMDatabase exists, register the .net assemblies named secRMMSQLScalarValuedFunction and secRMMSQLTableValuedFunction.dll into the SQL database named secRMMDatabase by running the script InstallAssemblyForStandaloneDB.cmd in the Assembly subfolder.



7. Run the following SQL query against the secRMMDatabase (preferably using SQL Management Studio):

select * from dbo.secRMMSQLTableValuedFunction(N'Standalone',0) Make sure there are no errors reported.

5			SQLQuery1.sql - SCCMR	2.secRMMDatabase	(CONTOSO\ADMINIST	(53)		
File Edit View Query Project Debug	File Edit View Query Project Debug Tools Window Help							
🗄 🛅 🕶 📨 📂 🛃 🥥 🛄 New Query_	🗅 📸	📸 👸	🔏 🗈 🔁 🔊 - (° - 🎜	3 - 🖳 🍇 🕨 📃	-	-		
🗄 雲 🙀 🛛 secRMMDatabase 🔹 🔹	🕴 Execu	ite 🕨 D	ebug 💻 🗸 👯 🗐 📃	📅 🖷 🏹 🖏 🔤 🗉	2 # # & .			
Object Explorer 🛛 👻 🕂 🗙	SQLQ	uery1.sql -	SDMINISTRATOR (53))* ×					
Connect 🕶 🛃 💷 🍸 🍺 🔏		select	* from dbo.secRMMSQLTab	oleValuedFunction(N'	Standalone',0)			
🖃 🐻 SCCMR2 (SQL Server 11.0.5388 - COI	😑 🐻 SCCMR2 (SQL Server 11.0.5388 - COI							
🖃 🧰 Databases								
🕀 📄 System Databases	100 %	- <						
🕀 🛅 Database Snapshots	🔲 🖽 R	esults 🚦	Messages					
🗉 📑 CM_SQT		EventId	Event	Time	Computer	UserName		
	1	400	ONLINE	2017-11-15 08:45:06.000	W82.CONTOSO.com	CONTOSO		
	2	502	SERIAL # AUTHORIZATION	2017-11-15 08:45:29.000	W82.CONTOSO.com	CONTOSO		
	3	300	EXTERNAL	2017-11-15 09:11:19.000	SCCMR2.CONTOSO.com			
Security Security Server Objects	4	300	EXTERNAL	2017-11-15 09:57:37.000	W82.CONTOSO.com			

- If you already have a secRMMCentral event log on the system, run BackupSecRMMCentralEventLog.cmd to verify that it generates a "backup evtx file for the secRMMCentral event log" into this directory (i.e. the directory where this Standalone_README.txt file resides...by default, this will be C:\Program Files\secRMMCentral\secRMMStandaloneReports).
- 9. When there is one or more .evtx file(s) in the directory, run the script Standalone_ImportSecRMMEventsIntoSQL.cmd. Note: that we have seen times where you need close SQL Management Studio before this command will complete. It seems that some SQL lock gets created that hangs the script caused by the LogParser utility
- 10. Verify that there is now data in the secRMMDatabase table named secRMMTable
- 11. Run the following SQL query against the secRMMDatabase (preferably using SQL Management Studio):

select * from dbo.secRMMSQLTableValuedFunction(N'Standalone',0) Verify there is data output.

- 12. In the command window, change directory (CD) into the Reports\STANDALONE sub-directory.
- 13. In the Reports\STANDALONE sub-directory, you will see a file named ImportReports.cmd and ImportReports.ps1 (as shown in the screenshot below).

퉬 « Local Disk (C:) 🕨 Program Files 🌖	secRMMCentral secRMMStandaloneReports Repo	orts	~	C Search ST
^	Name	Date modified	Туре	Size
	🚳 ImportReports.cmd	3/1/2019 12:48 PM	Windows Comma	1 KB
=	ImportReports.ps1	3/6/2019 12:36 PM	Windows PowerS	11 KB
	Removable Media Administration Events.rdl	3/6/2019 12:06 PM	RDL File	153 KB
	Removable Media All Events.rdl	3/6/2019 12:20 PM	RDL File	177 KB
	Removable Media Authorization Failure Events.rdl	3/6/2019 12:23 PM	RDL File	166 KB
	Removable Media Charts.rdl	3/6/2019 12:25 PM	RDL File	248 KB
	Removable Media Online-Offline Events.rdl	3/6/2019 12:30 PM	RDL File	156 KB
-	Removable Media Write Events.rdl	3/6/2019 12:35 PM	RDL File	163 KB

14. In the command window, type ImportReports.cmd and hit the enter key. The output will look similar to the screenshot below.

Administrator: Command Prompt	_		×
Folder "Removable Media Security" Created	i .	l .	~
Report Removable Media Administration Events.rdl uploaded successfully			
Report Removable Media All Events.rdl uploaded successfully.			
Report Removable Media Authorization Failure Events.rdl uploaded succe	ssfull	y.	
Report Removable Media by Device.rdl uploaded successfully.			
Report Removable Media by User.rdl uploaded successfully.			
Report Removable Media Charts.rdl uploaded successfully.			
Report Removable Media Online-Offline Events.rdl uploaded successfully			
Report Removable Media Write Events.rdl uploaded successfully.			
Import of reports completed.			
C:\Program Files\secRMMCentral\secRMMStandaloneReports\Reports\STANDAL	ONE>		

- 15. You can now run the reports by opening a browser.
- 16. Go to the URL: <u>http://localhost/reports</u>



17. Click into the "Removable Media Security" folder within the browser.

	s F	QL Server Reporting Services Removable Media Security
×	Dele	te 🛛 💣 Move 🛛 🚞 New Folder 🛛 💆 New Data Source
1	Гуре	Name 🗸
		Removable Media Administration Events.rdl
		Removable Media All Events.rdl
	5	Removable Media Authorization Failure Events.rdl
	5	Removable Media Charts.rdl
	5	Removable Media Online-Offline Events.rdl
	5	Removable Media Write Events.rdl
	<u>.</u>	secRMM_DataSource_Standalone

18. Click any one of the reports to run them.

< €	http:// localhost /Reports/Pages	/Report.aspx?ItemPath=%2fRemo	vable+Media+Security%2fRemovable	+Media+All+Events 🔎 🕆 🖒 🌈 Removable M	edia All Event
Home > Remov	vable Media Security > Remo	vable Media All Events.rdl			
Start Date 3	/1/2018	End Date 4/1/20	019		
Event Type	NLINE, OFFLINE, WRITE STA	RT Computer: SCCM	R2.CONTOSO.com, SCOM		
UserName: S	ECRMMDEMO1\Tony, NT AUT	H(V			
	of 2 ? 🕨 🔰 100%	► Fine	d Next 🔍 🗸 😧 🎲 🔝		
	Executio Start Da End Dat Events: 806, 807 Compute Users(s)	n Time: 3/7/2019 1:22:49 PM te: 3/1/2018 e: 4/1/2019 400, 403, 401, 402, 600, 601, 3 , 808, 809, 810, 811 er(s): SCCMR2.CONTOSO.con : SECRMMDEMO1\Tony, NT A	300, 700, 701, 500, 501, 502, 503, n, SCOMR2.CONTOSO.com, secF AUTHORITY\SYSTEM, CONTOSO	504, 505, 506, 507, 508, 509, 510, 511, 512, RMMDemo1.CONTOSO.com, W82.CONTOSO Vadministrator, CONTOSOVAdministrator Devic	513, 514, 515,).com ce mounted or
Event Id	Event	Time	Computer	User Name	User SID
510	BLOCK CD/DVD WRITES ACTIVE	11/27/2018 4:57:39 PM	W82.CONTOSO.com	CONTOSO\Administrator	
510	BLOCK CD/DVD WRITES ACTIVE	11/27/2018 4:58:13 PM	W82.CONTOSO.com	CONTOSO\Administrator	
510	BLOCK CD/DVD WRITES ACTIVE	11/27/2018 4:58:47 PM	W82.CONTOSO.com	CONTOSO\Administrator	
510	BLOCK CD/DVD WRITES	12/11/2018 1:02:12 AM	W82.CONTOSO.com	CONTOSO\Administrator	

Scheduled Task

You should create a scheduled task that will take the events from the secRMMCentral event log and put them into the SQL secRMMDatabase. It is up to you how often you want to run the scheduled task but once a day is a good value. The action that the scheduled task should take is to call the script named C:\Program Files\secRMMCentral\secRMMStandaloneReports\ScheduledTask.cmd (see screenshot below).

secRMMCentral Administrator Guide

👪 l 💽 🚯 🗢 l	secRMMStandaloneReports	
File Home Share View		
	am Files + secRMMCentral + secRMMStandaloneReports	• •
 Go to the Windows Task Schedular (tas Within the Windows Task Schedular, go Task Scheduler (Local) Task Scheduler Library Event Viewer Tasks 	Name Assembly ProcessedEventLogs Reports SQLTests SQLTests ScheduledTask.cmd Standalone_ImportSecRMMEventsIntoSQL.cmd Standalone_README.txt Standalone_SQLCreateSecRMMDatabase.sql Standalone_SQLCreateSecRMMTable.sql Standalone_SQLCreateSecRMMTable.sql	Status Ready
Event Viewer Lasks Microsoft OfficeSoftwareProtectionPlatforr	secRMMEmailEvents SecRMMRDP	Disabled Ready
📔 secRMM	secRMMSCCM2012MobileAppInterface secRMMSCCMEvents	Keady Ready
	secRMMSCCMIntuneConnectorDataPull	Ready
	secRMMSCCMUserConfiguration	Ready
	ecRMMSyslogEvents	Disabled

3. In the Actions column, click "Create Basic Task..."



4. Specify the Name and Description and then click the next button

		Create Basic Task Wizard
Create a Basic Tas	sk	
Create a Basic Task Trigger	Use this wizar such as multi	rd to quickly schedule a common task. For more advanced options or settings ple task actions or triggers, use the Create Task command in the Actions pane.
Action	Name:	secRMMCentral
Finish	Description:	Move secRMMCentral events into SQL secRMMDatabase.
		< Back Next > Cancel

5. Specify how often you want to run the scheduled task and then click the next button

	Create Basic Task Wizard	
Task Trigger		
Create a Basic Task Trigger Action Finish	When do you want the task to start?	
	O When a specific event is logged < Back	ancel

6. Specify the time to run the scheduled task and then click the next button

Daily Create a Basic Task Trigger Daily Recur every: days Action Finish		Create Basic Task Wizard	x
Create a Basic Task Trigger Daily Recur every: days Action Finish	Daily		
	Create a Basic Task Trigger Daily Action Finish	Start: 3/ 7/2019 v 1:45:22 PM v Synchronize across time zones	
	· · · · · · · · · · · · · · · · · · ·		

	Create Basic Task Wizard			
O Action				
Create a Basic Task Trigger Daily	What action do you want the task to perform?			
Action	 Start a program 			
Finish	 Send an e-mail (deprecated) 			
	 Display a message (deprecated) 			
		< Back	Next >	Cancel

8. For the "Program/script", specify:
"C:\Program Files\secRMMCentral\secRMMStandaloneReports\ScheduledTask.cmd"
For the "Start in (optional)", specify:
C:\Program Files\secRMMCentral\secRMMStandaloneReports

	Create Basic Task Wizard	x
5 Start a Progra	ım	
	"C:\Program Files\secRMMCentral\secRMMSta	ndaloneReports\ScheduledTask.cmd"
Create a Basic Task		
Trigger	Program/script:	
Daily	"C:\Program Files\secRMMCentral\secRMMS	itandaloneReports\Schedt Browse
Action		
Start a Program	Add arguments (optional):	
Finish	Start in (optional):	RMMStandaloneReports
	C:\Program Files\secRMMC	entral\secRMMStandaloneReports < Back

9. Click the Finish button

		Create Basic Task Wizard	x
🖢 Summary			
Create a Basic Task Trigger Daily Action Start a Program Finish	Name: Description:	secRMMCentral Move secRMMCentral events into SQL secRMMDatabase.	
	Trigger: Action: Open the When you cli	Daily; At 1:45 PM every day Start a program; "C:\Program Files\secRMMCentral\secRMMStandaloneR Properties dialog for this task when I click Finish ck Finish, the new task will be created and added to your Windows schedul	epc e. cel

ODBC Security

If you get ODBC security errors when the sqlcmd utility is called, you need to change a registry setting: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TL S 1.0\Client\Enabled from 0 to 1.

Azure Log Analytics and Azure Sentinel

secRMM event data can be forwarded to Microsoft Azure to be used with the various Microsoft Azure security solutions. You can modify the secRMM scheduled task on the secRMMCentral computer so that the secRMM event data can be forwarded to Microsoft Azure from the secRMMCentral event log rather than having every endpoint (workstation) running secRMM forward the events. To do this, edit the scheduled task (in the secRMM folder) on the secRMMCentral computer named secRMMAzureLogAnalytics (double click it to edit it). Click the "Triggers" tab and click the edit button for the "On an event" trigger. Now click the "Edit Event Filter..." button (it is a custom trigger so don't click the Basic radio button). In the XML tab, you will see 2 places where it says "secRMM". Just change "secRMM" to "secRMMCentral" in both places. Now click OK. Once you do this, make sure you enable this scheduled task manually. Then, make sure that your secRMM "Computer policies" do not have the "SendToAzureLog" property configured (since secRMMCentral is now doing the forwarding to Azure).

Troubleshooting

If you have followed the steps explained in the sections above but are not getting events into the secRMMCentral event log, this section offers some troubleshooting steps. You may also want to contact Squadra Technologies technical support to get assistance.

- 1. Check the secRMM event log on the "event source" computer(s) to make sure there are current events. You can plug-in and remove a removable storage device to generate event ids 400 and 403.
- 2. On an "event source" computer, issue the WinRM commands below. Use the output of the command to determine if it was successful or an error occurred. The bold text is the text you will need to provide from your environment.

winrm id -auth:none -remote: <hostname of the event collector machine>
winrm id -remote: <hostname of the event collector machine>
winrm get winrm/Config -r: <hostname of the event collector machine>

- 3. There are 3 Microsoft event logs that will help you to see if there are any WinRm errors. They are all under the Applications and Services Logs->Microsoft folder. They are listed below in the order in which you should look for errors:
 - 1. Eventlog-ForwardingPlugin
 - 2. Windows Remote Management
 - 3. Windows Firewall With Advanced Security
- 4. If one or more of the commands in step 2 failed or you are seeing errors in the events logs from step 3, determine if there is a proxy server between the event collector and the event source computer(s). You can use the tracert command to see the network hops. If there is a proxy server, you will need to modify WinRM (on the source computers) using the command: netsh winhttp set proxy proxy-server=http://hostname of the proxy/

Contacting Squadra Technologies Support

Squadra Technologies Support is available to customers who have purchased a commercial version of secRMM and have a valid maintenance contract or who are in a trial mode of the product. When you contact Support please include the following information:

- 1. The version of secRMM you have installed.
- 2. The Windows versions you have installed: XP, 2003 Server, 2008 Server R2, Vista, Windows 7, etc.
- 3. Whether the Windows Operating System is 32bit or 64bit.
- 4. The specific issue you are contacting support for.

About Squadra Technologies, LLC.

Squadra Technologies delivers innovative products that help organizations get more data protection within the computer infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Squadra Technologies is helping customers worldwide.

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