- RiskMan System Logs -

FOR RISKMAN VERSION 2503

Last reviewed March 2025

CONTENTS

FOREWORD

This reference guide is aimed at System Administrators who have the appropriate permissions to view RiskMan System Logs.

Navigate to **Administration > Tools > Logs**

There are four logs in RiskMan:

- **Audit Log**
  The audit log monitors changes to areas of the system such as changes to alerts, changes to global settings, system log in and out by users, template changes and user management changes for example

  The log will contain audit information based on what is enabled. Enabling different audit information and managing what you can monitor is set in a list via List and Code Maintenance called Audit Log Settings

  Associate User Guide: Lists & Codes Maintenance

- **Email Log**
  The email log displays details of emails generated from RiskMan. The email log contains details of emails received/not received from RiskMan, date sent, email recipients, and a copy of the email sent

  This is helpful for when a user mentions they are receiving too many emails or that they were not a recipient of an email from an alert. This gives us a way to troubleshoot and manage emails generated from RiskMan

- **Scheduled Reports List**
  The scheduled reports list displays details about all reports scheduled in your RiskMan system that are active or paused. Details that are visible are the report name, who created the schedule and the schedule settings for each report

  This is helpful for you to get an overall assessment and centralised view of all reports that are scheduled in your RiskMan System

- **Error Log**
  The error log displays any errors that have been detected in your RiskMan system. This log can contain a lot of technical details.

  This is helpful to allow for troubleshooting to diagnose any possible system issues. Our RiskMan support team will assist in any diagnostics and fixes

PERMISSION SETTINGS FOR SYSTEM LOGS

Generally, a system administrator would be the only type of user with permission to see logs as they fall under the administration menu.

Permissions available in user Templates associated with logs are:

- Can access global Email Log
- Can edit/mark emails as sent in the Email Log
- Can access Error Log
- Can access Audit Log

These permissions are available in templates and user profiles under the General tab

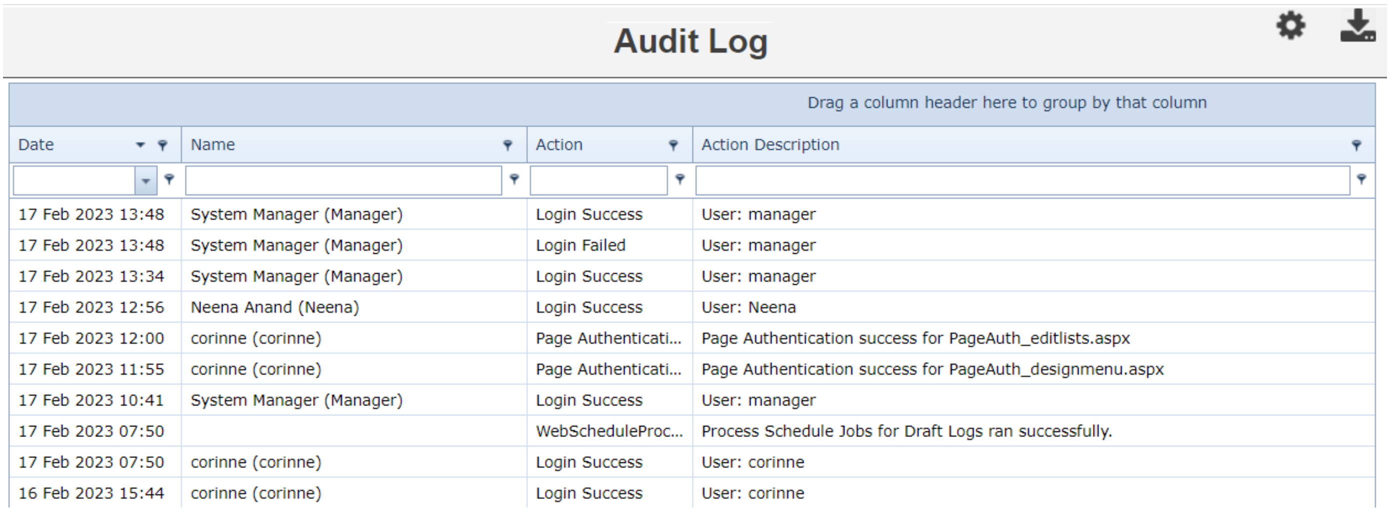
Template permissions are not required for the scheduled reports list. This will be available to any user who can access tool under the administration menu

AUDIT LOG

The audit log monitors changes to areas of the system such as changes to alerts, changes to global settings, system log in and out information by users, changes to template and user management changes for example. This log is frequently updated by your RiskMan system to display activity that occurs in the system.

The Audit log displays action information such as:

- Date of the activity
- Name of the user involved in the action
- The action completed
- Action description


Audit Log

Drag a column header here to group by that column

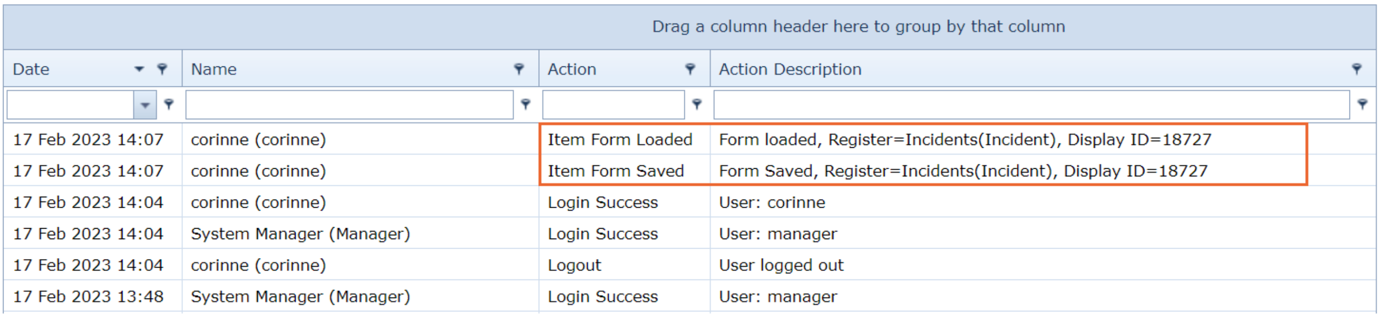
Date	Name	Action	Action Description
17 Feb 2023 13:48	System Manager (Manager)	Login Success	User: manager
17 Feb 2023 13:48	System Manager (Manager)	Login Failed	User: manager
17 Feb 2023 13:34	System Manager (Manager)	Login Success	User: manager
17 Feb 2023 12:56	Neena Anand (Neena)	Login Success	User: Neena
17 Feb 2023 12:00	corinne (corinne)	Page Authenticati...	Page Authentication success for PageAuth_editlists.aspx
17 Feb 2023 11:55	corinne (corinne)	Page Authenticati...	Page Authentication success for PageAuth_designmenu.aspx
17 Feb 2023 10:41	System Manager (Manager)	Login Success	User: manager
17 Feb 2023 07:50		WebScheduleProc...	Process Schedule Jobs for Draft Logs ran successfully.
17 Feb 2023 07:50	corinne (corinne)	Login Success	User: corinne
16 Feb 2023 15:44	corinne (corinne)	Login Success	User: corinne

The information displayed in **Action** and **Action Description** depend on the list settings in list and code maintenance. The list is called **Audit Log Settings**

Associate User Guide: Lists & Codes Maintenance

You can see below that I have enabled the details via list and code maintenance to view when a form is accessed (loaded) and when a form is submitted. This information was not enabled for the image above

It's important to only display information that will be valuable to you and used.



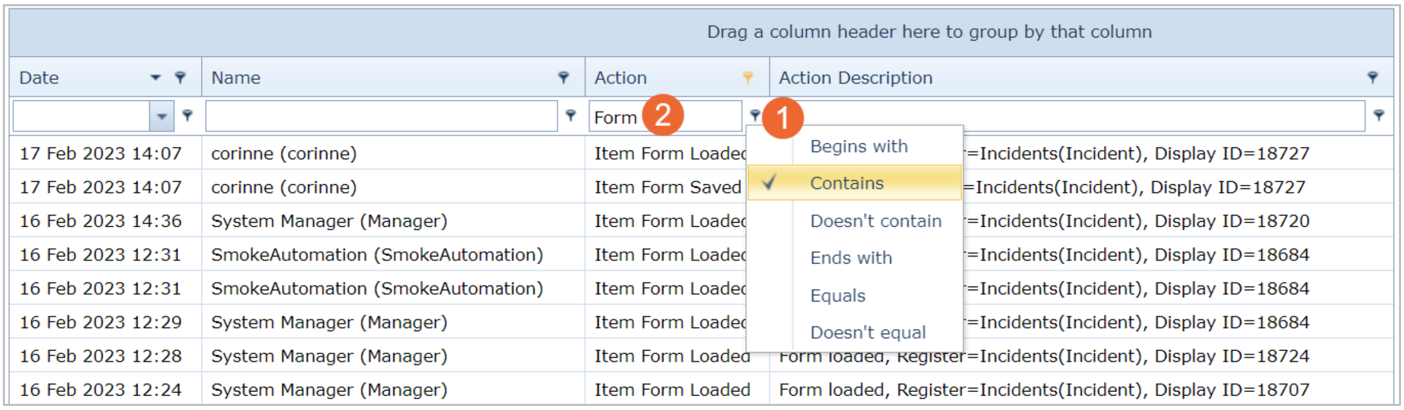
Drag a column header here to group by that column

Date	Name	Action	Action Description
17 Feb 2023 14:07	corinne (corinne)	Item Form Loaded	Form loaded, Register=Incidents(Incident), Display ID=18727
17 Feb 2023 14:07	corinne (corinne)	Item Form Saved	Form Saved, Register=Incidents(Incident), Display ID=18727
17 Feb 2023 14:04	corinne (corinne)	Login Success	User: corinne
17 Feb 2023 14:04	System Manager (Manager)	Login Success	User: manager
17 Feb 2023 14:04	corinne (corinne)	Logout	User logged out
17 Feb 2023 13:48	System Manager (Manager)	Login Success	User: manager

Filtering Information in the Audit Log

You're able to specify what information you're looking for to review. Each column allows for specific filtering for key words. You can also filter by one or more columns

1. Select a filter test option (1)
2. Add your filter criteria (2)

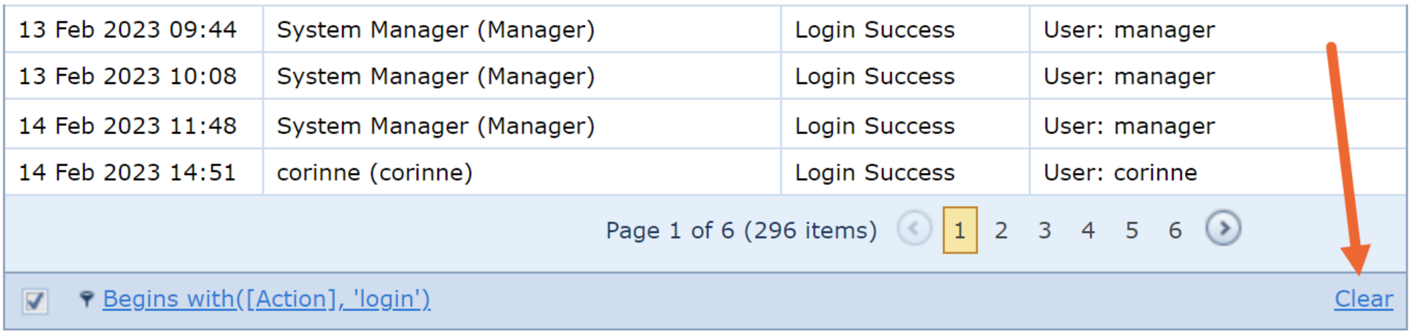


Drag a column header here to group by that column

Date	Name	Action	Action Description
		Form	
17 Feb 2023 14:07	corinne (corinne)	Item Form Loaded	=Incidents(Incident), Display ID=18727
17 Feb 2023 14:07	corinne (corinne)	Item Form Saved	=Incidents(Incident), Display ID=18727
16 Feb 2023 14:36	System Manager (Manager)	Item Form Loaded	=Incidents(Incident), Display ID=18720
16 Feb 2023 12:31	SmokeAutomation (SmokeAutomation)	Item Form Loaded	=Incidents(Incident), Display ID=18684
16 Feb 2023 12:31	SmokeAutomation (SmokeAutomation)	Item Form Loaded	=Incidents(Incident), Display ID=18684
16 Feb 2023 12:29	System Manager (Manager)	Item Form Loaded	=Incidents(Incident), Display ID=18684
16 Feb 2023 12:28	System Manager (Manager)	Item Form Loaded	Form loaded, Register=Incidents(Incident), Display ID=18724
16 Feb 2023 12:24	System Manager (Manager)	Item Form Loaded	Form loaded, Register=Incidents(Incident), Display ID=18707

3. To remove the filtering applied, delete the text in the column you added the filtering, then click enter on your keyboard

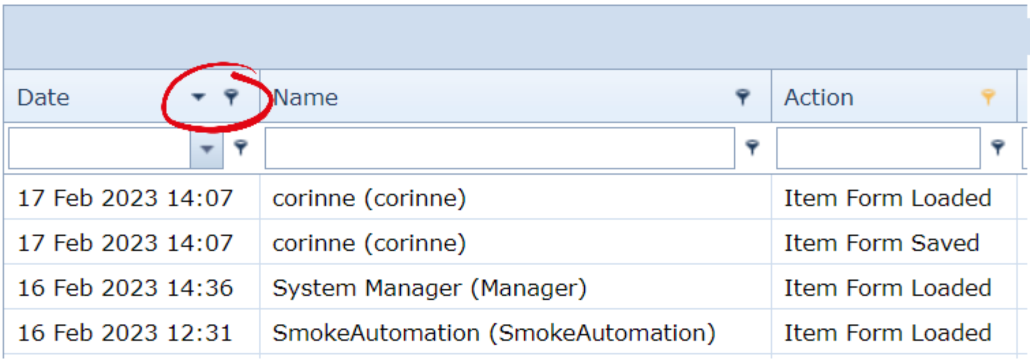
Alternatively, you can click **Clear** at the bottom of your list page. This option will only present when filtering has been applied



13 Feb 2023 09:44	System Manager (Manager)	Login Success	User: manager
13 Feb 2023 10:08	System Manager (Manager)	Login Success	User: manager
14 Feb 2023 11:48	System Manager (Manager)	Login Success	User: manager
14 Feb 2023 14:51	corinne (corinne)	Login Success	User: corinne

Sorting Information in the Audit Log

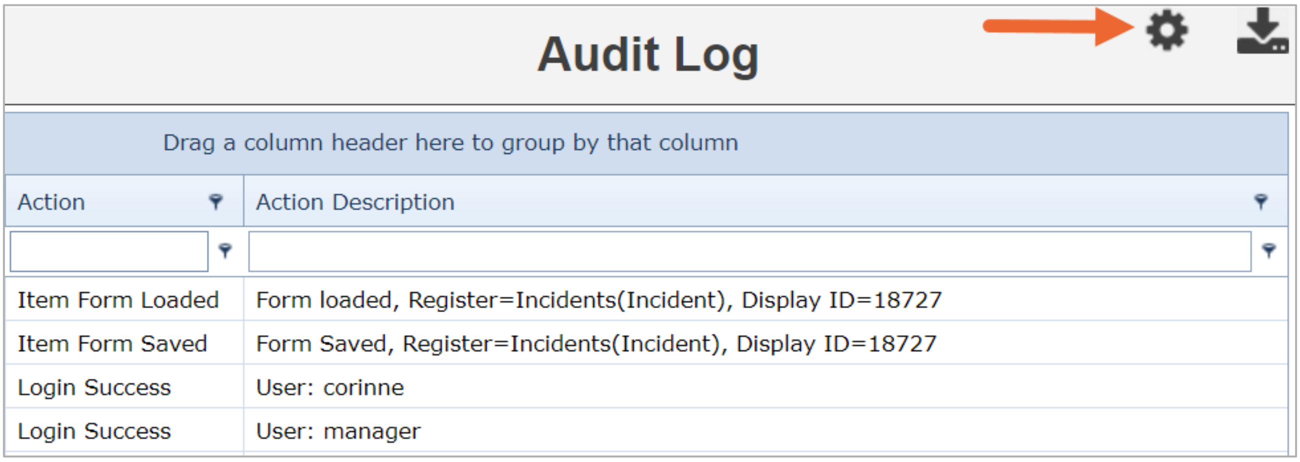
You're able to sort the activity list by any of the column headers. Click on the column header to sort. A sort ▼ icon will display so it is visible what column has been sorted



Date	Name	Action
17 Feb 2023 14:07	corinne (corinne)	Item Form Loaded
17 Feb 2023 14:07	corinne (corinne)	Item Form Saved
16 Feb 2023 14:36	System Manager (Manager)	Item Form Loaded
16 Feb 2023 12:31	SmokeAutomation (SmokeAutomation)	Item Form Loaded

Audit Log List Settings

Settings in the Audit Log list page allows further filtering and display of the page. The settings are accessed via the cog icon



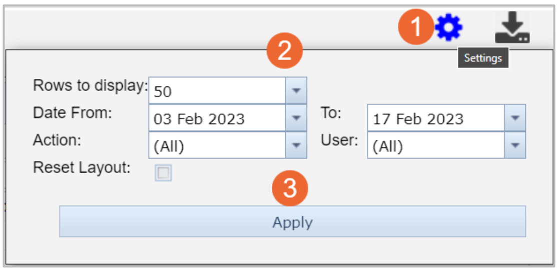
Action	Action Description
Item Form Loaded	Form loaded, Register=Incidents(Incident), Display ID=18727
Item Form Saved	Form Saved, Register=Incidents(Incident), Display ID=18727
Login Success	User: corinne
Login Success	User: manager

Apply Selected Filters

Click the **Cog** icon (1)

Enter the filter parameters (2)

Click **Apply** (3)

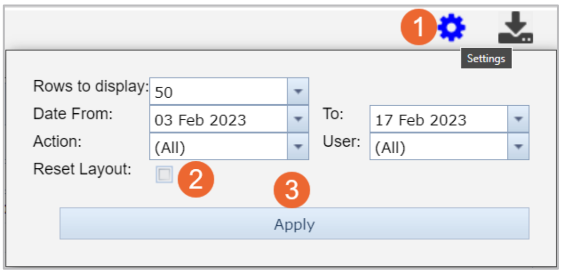


Remove Filters Applied

Click the **Cog** icon (1)

Click **Reset Layout** (2)

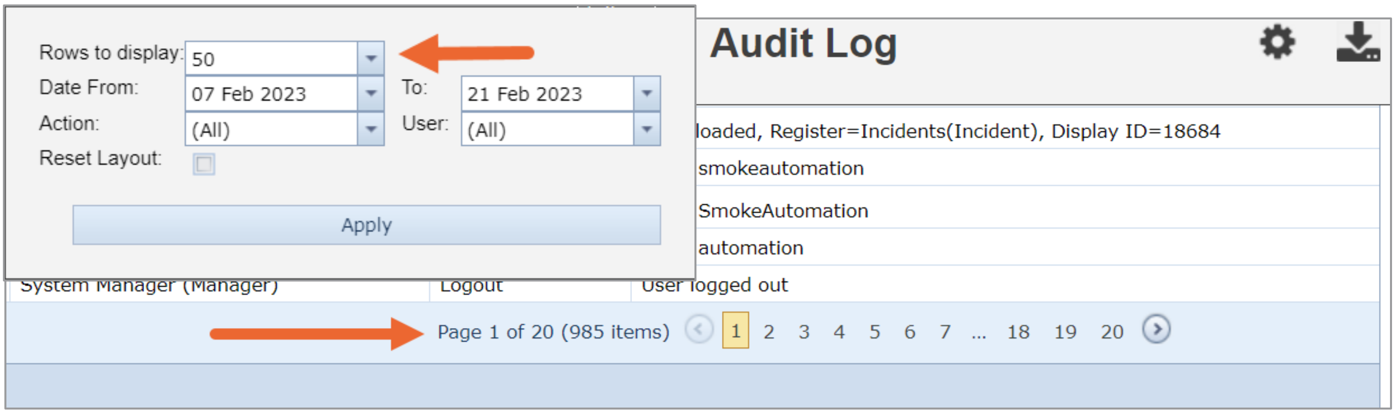
Click **Apply** (3)



Row Count in the List Page

You can set how many records in the list display per page via the settings. The default setting is set to 50 rows per page. This is best for page performance if you don't want the page to load too slowly

When changing the number of records per page, don't forget to click **Apply**



Export to Excel (Download)

You're able to download a copy of the audit log activities to excel. Click the download icon to access a copy.

When you download copy of the audit log, it will only add records that are displayed on your list. If you have any filtering applied, it will only download the records displayed after the filtering is applied and not all records. If you want all records, ensure you don't have any filtering applied

EMAIL LOG

Emails generated from RiskMan are stored in an Email Log. All users can view their **own** email logs by navigating to **My Workspace** > **My Email Log** if permissioned to do so.

Template Permission Setting: **General Tab** > **Can access global Email Log**

Template Permission Setting: **General Tab** > **Can edit/mark emails as sent in the Email Log**

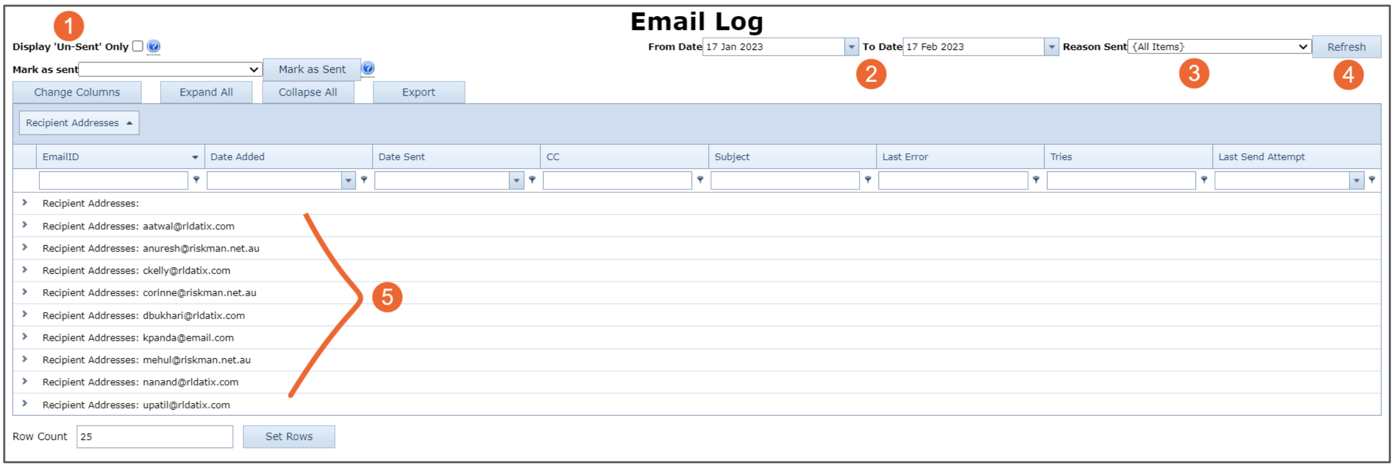
Although, System Administrators may have permission to view all emails generated from their RiskMan system for all users, not just their own.

View Received / Not Received Emails

1. Check/Uncheck **Unsent only** (1)
2. Enter a date range of emails being reviewed (2)

Global setting may purge records of a certain age

3. Alternatively, select the type of RiskMan Emails sent from the **Reason Sent** (3) list. For example, only display RiskMan alert emails, RiskMan Journal Alert, Distribution Lists, or all emails
4. Click **Refresh** (4)
5. Emails will display grouped by their subject. Expand to see the emails as appropriate (5)



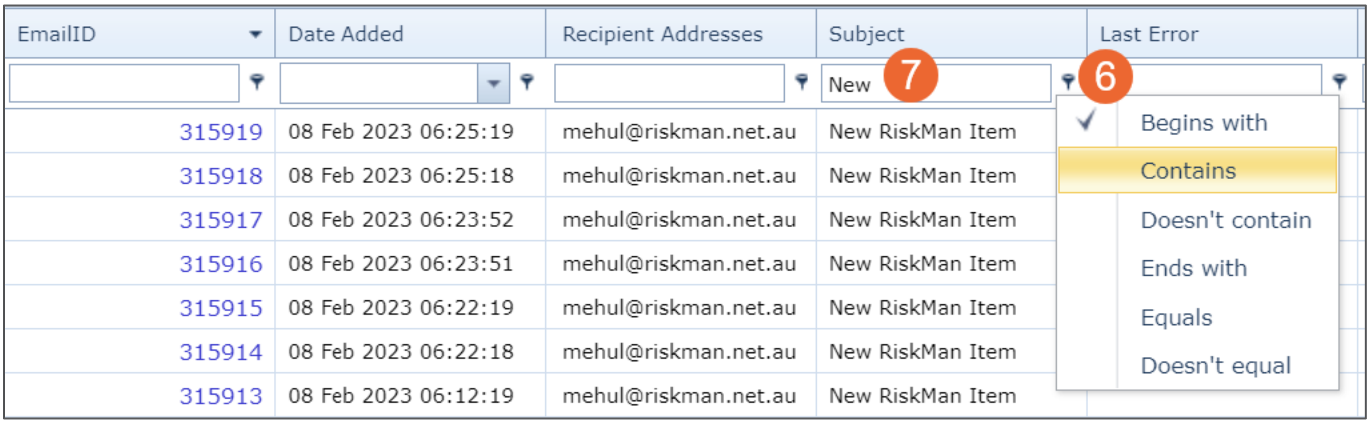
If you have not received an email this could be attributed to one of the following:

- changes to your mail server
- change of email address
- Incorrect email address

If there is a problem with your email that cannot be identified, contact RiskMan Support noreply.SupportHUB@rldarix.com

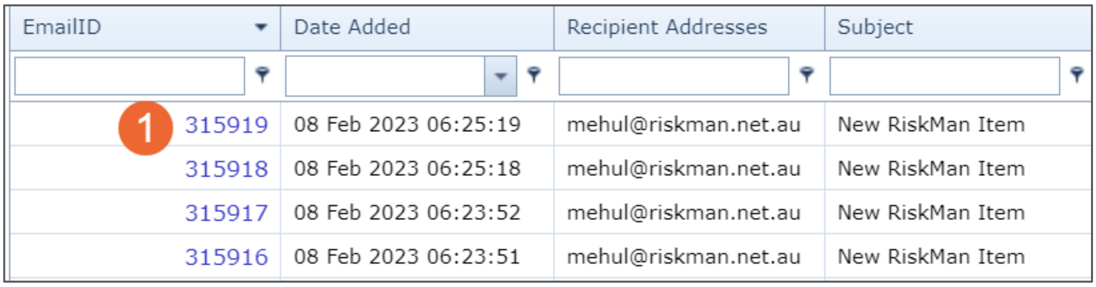
Emails can also be filtered by one or more columns by

1. Select a filter test option (6)
2. Add your filter criteria (7)

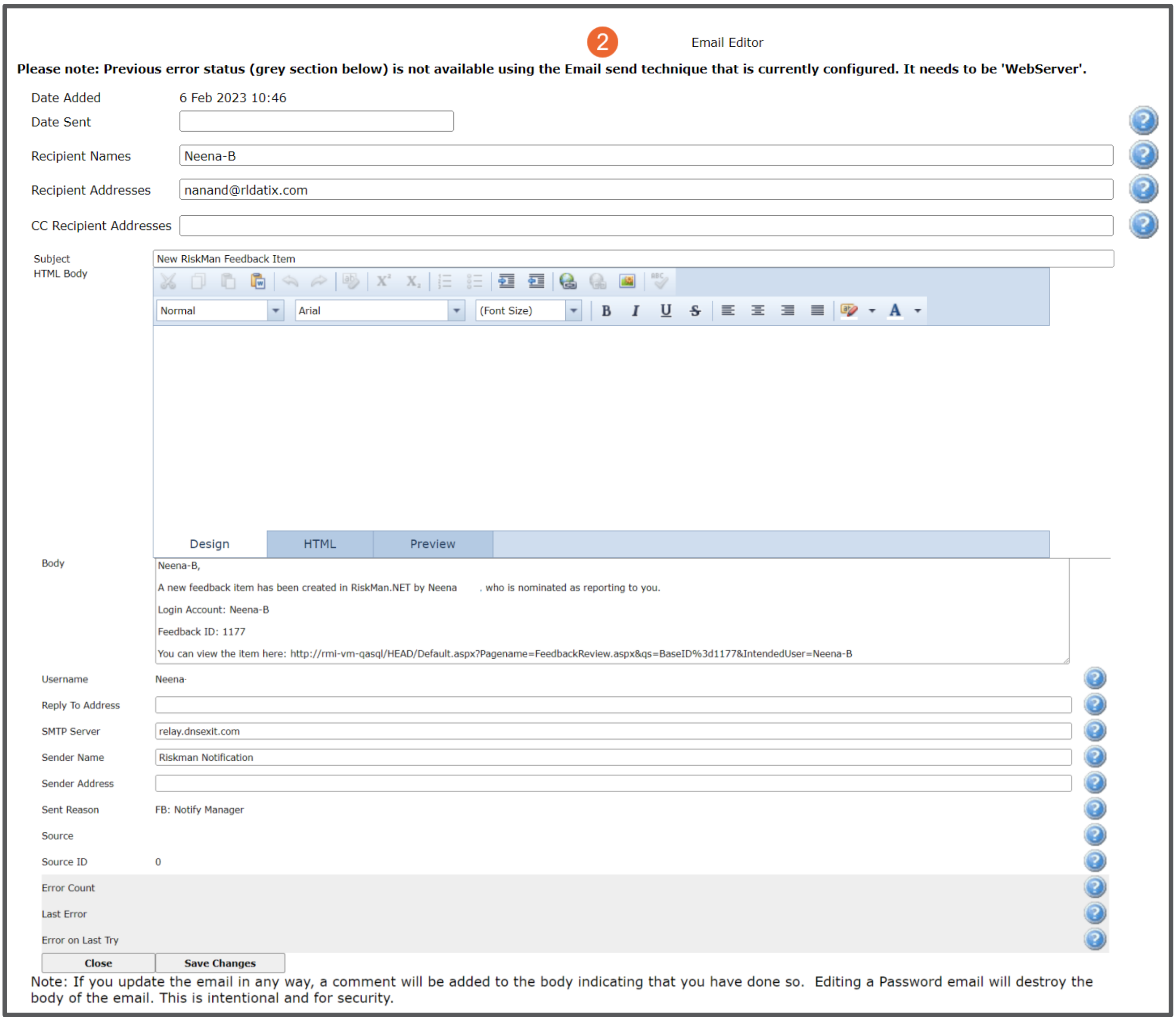


View Email Details

1. Click on the **ID** (1) link of the email



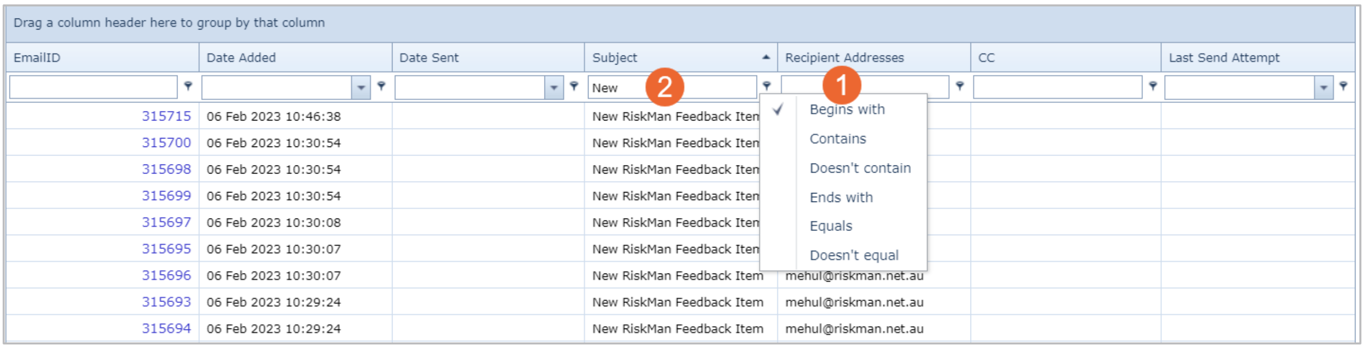
2. Details will be displayed in the **Email Editor** (2). If the email was from an Alert, there will be 2 Email Body's, a HTML and a Plain Text version. Depending on how the alert is set up, the content of the email will appear in the appropriate section



Filtering the Email Log

You're able to specify what information you're looking for to review. Each column allows for specific filtering for key words. You can also filter by one or more columns. This is in addition to the date filtering of emails

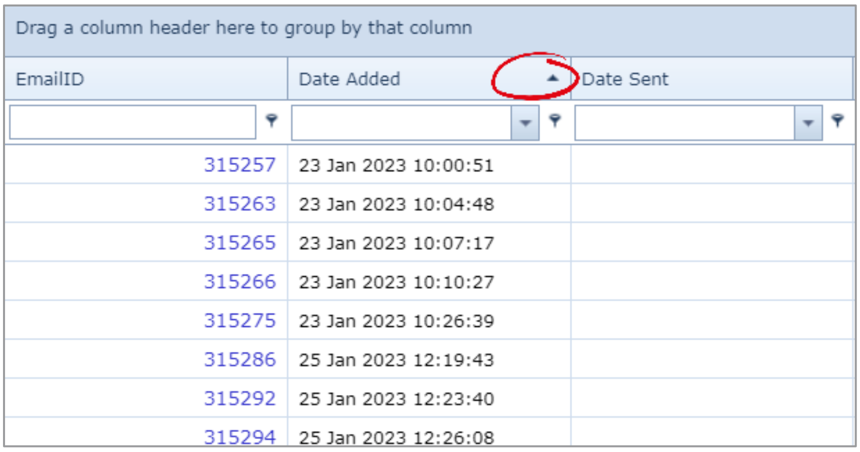
1. Select a filter test option (1)
2. Add your filter criteria (2)
3. To remove the filtering applied, delete the text in the column you added the filtering, then click enter on your keyboard



EmailID	Date Added	Date Sent	Subject	Recipient Addresses	CC	Last Send Attempt
315715	06 Feb 2023 10:46:38		New RiskMan Feedback Item			
315700	06 Feb 2023 10:30:54		New RiskMan Feedback Item			
315698	06 Feb 2023 10:30:54		New RiskMan Feedback Item			
315699	06 Feb 2023 10:30:54		New RiskMan Feedback Item			
315697	06 Feb 2023 10:30:08		New RiskMan Feedback Item			
315695	06 Feb 2023 10:30:07		New RiskMan Feedback Item			
315696	06 Feb 2023 10:30:07		New RiskMan Feedback Item	mehul@riskman.net.au		
315693	06 Feb 2023 10:29:24		New RiskMan Feedback Item	mehul@riskman.net.au		
315694	06 Feb 2023 10:29:24		New RiskMan Feedback Item	mehul@riskman.net.au		

Sorting the Email Log

You're able to sort the email log by any of the column headers. Click on the column header to sort. A sort icon will display so it is visible what column has been sorted

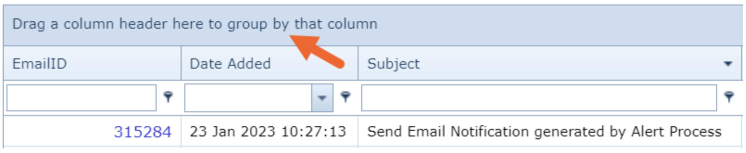


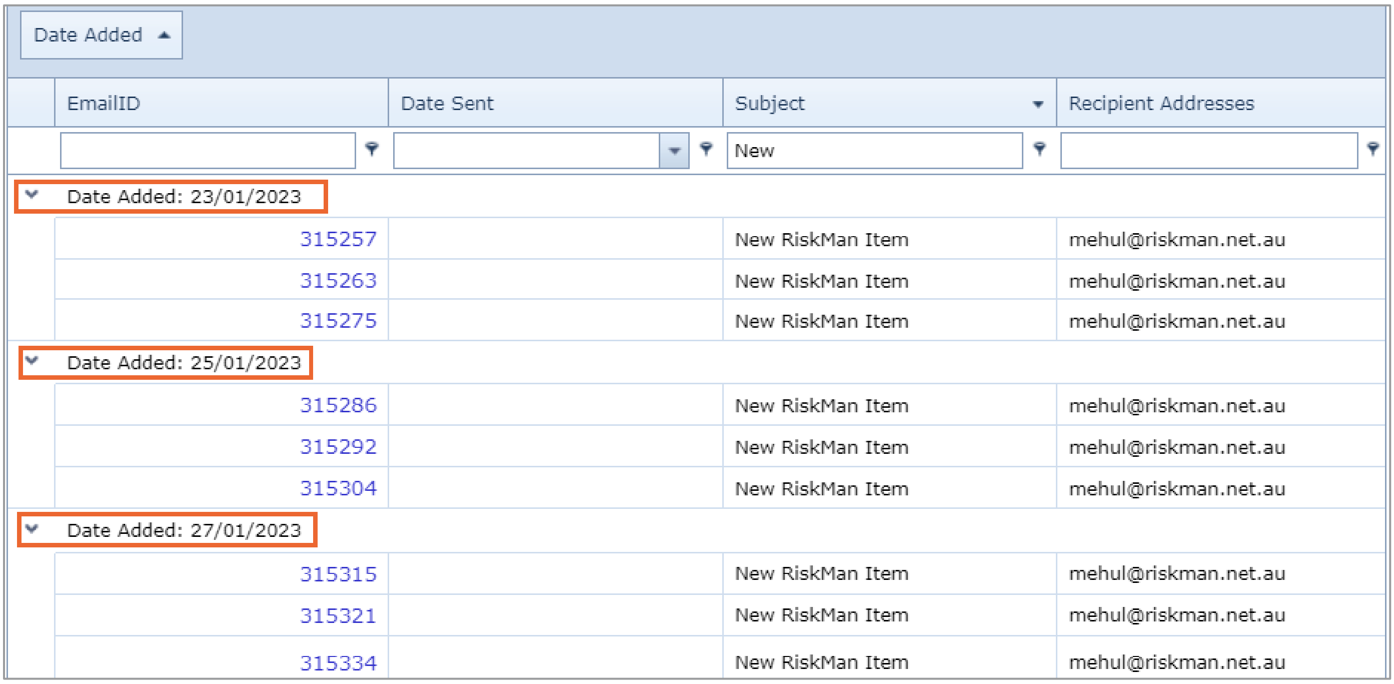
EmailID	Date Added	Date Sent
315257	23 Jan 2023 10:00:51	
315263	23 Jan 2023 10:04:48	
315265	23 Jan 2023 10:07:17	
315266	23 Jan 2023 10:10:27	
315275	23 Jan 2023 10:26:39	
315286	25 Jan 2023 12:19:43	
315292	25 Jan 2023 12:23:40	
315294	25 Jan 2023 12:26:08	

Grouping the Email

Group the records based on one of the columns showing in your list. In this example we've grouped our record in the log by their Date Added:

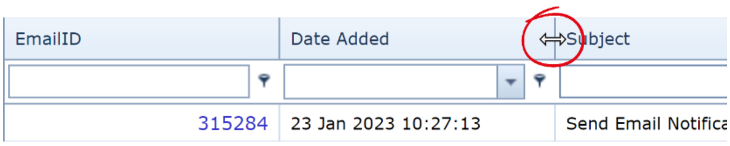
To group your records, click and drag the column header to the space above the list which says **Drag a column header here to group by that column**:



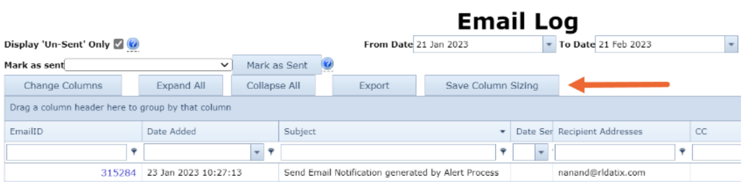


Adjusting the Email List Page Columns

Once you have your columns in their desired order, you can adjust their widths to make the best use of the space available on your screen. We recommend adjusting them from left to right.



Put your mouse cursor on the line that separates each column. Click and drag left to right to adjust as needed.

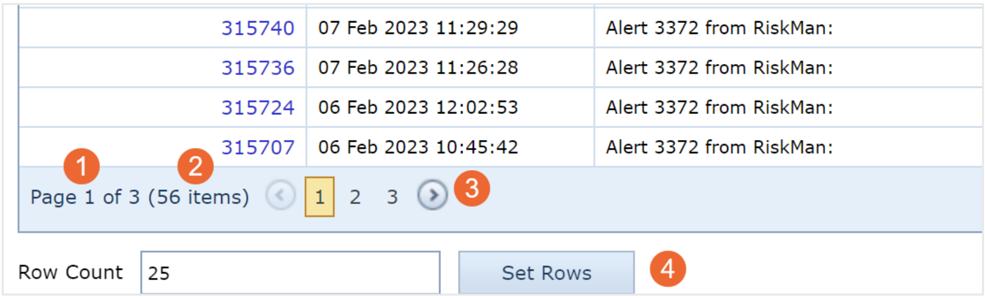


Once you have adjusted all the column widths as desired, click the **Save Column** button.

Row Count in the List Page

You can set how many records (rows) in the list display per page via the settings at the bottom of the list. The default setting is set to 25 rows per page. This is best for page performance if you don't want the page to load too slowly

- Number of pages and the page you are viewing at the time (1)
- How many records in total (2)
- Navigation between pages (3)
- Row Count | Type the number of records you want displayed per page. Click **Set Rows** (4)



Settings for the Email Log

1.1.1 Change Columns (1)

1. Uncheck to remove column displayed in the list
2. Scroll through the list of fields and check each one you want to display as a column on your list
3. Click the **Update** button once you're done. Your list will refresh, and the columns you selected will be displayed

1.1.2 Expand All (2)

When the list has grouping applied, and you want to see all records within their respective group

1.1.3 Collapse All (3)

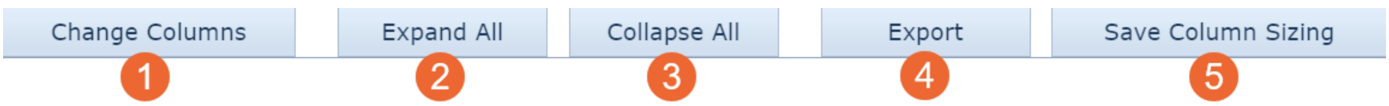
When the list has grouping applied, and you want to the collate the records in its respective group

1.1.4 Export (4)

You're able to download a copy of the email log to excel. When you download copy of the email log, it will only add records that are displayed on your list. If you have any filtering applied, it will only download the records displayed after the filtering is applied and not all records. If you want all records, ensure you don't have any filtering applied

1.1.5 Save Column Sizing(5)

When you make changes to the width of your columns, and you want to apply the changes



SCHEDULED REPORTS LIST

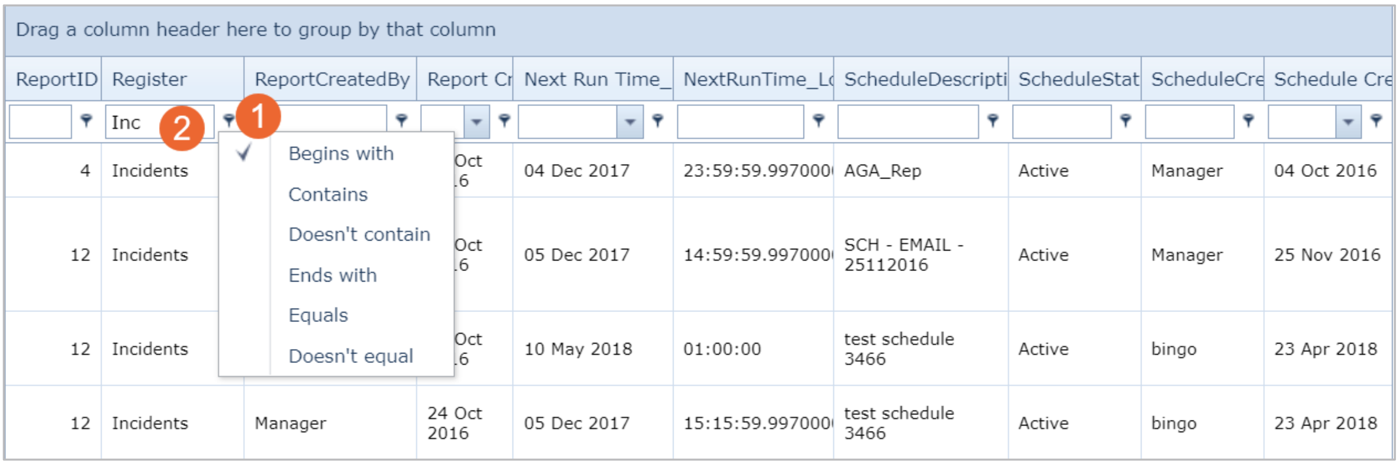
The Scheduled Reports List allows you to view key information on active or paused schedules. The Scheduled Reports Log can be found by navigating to **Administration** > **Tools** > **Logs** > **Scheduled Report List**

There is no permission required to be set in user templates to view the Scheduled Reports List. This is available to uses with permissions to see Logs.

Filtering Information in the Scheduled Report List

You're able to specify what information you're looking for to review. Each column allows for specific filtering for key words. You can also be filter by one or more columns

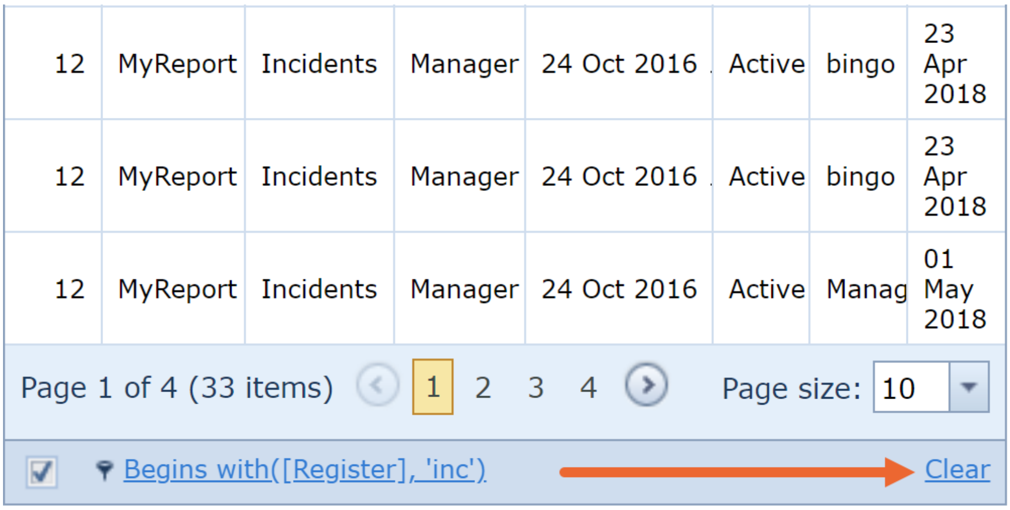
1. Select a filter test option (1)



ReportID	Register	ReportCreatedBy	Report Cr	Next Run Time_	NextRunTime_L	ScheduleDescripti	ScheduleStat	ScheduleCre	Schedule Cre
4	Incidents		Oct 6	04 Dec 2017	23:59:59.997000	AGA_Rep	Active	Manager	04 Oct 2016
12	Incidents		Oct 6	05 Dec 2017	14:59:59.997000	SCH - EMAIL - 25112016	Active	Manager	25 Nov 2016
12	Incidents		Oct 6	10 May 2018	01:00:00	test schedule 3466	Active	bingo	23 Apr 2018
12	Incidents	Manager	24 Oct 2016	05 Dec 2017	15:15:59.997000	test schedule 3466	Active	bingo	23 Apr 2018

2. Add your filter criteria (2)
3. To remove the filtering applied, delete the text in the column you added the filtering, then click enter on your keyboard

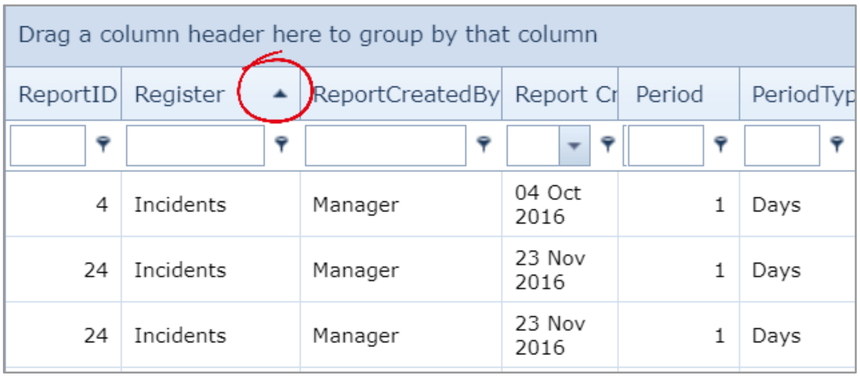
Alternatively, you can click **Clear** at the bottom of your list page. This option will only present when filtering has been applied



12	MyReport	Incidents	Manager	24 Oct 2016	Active	bingo	23 Apr 2018
12	MyReport	Incidents	Manager	24 Oct 2016	Active	bingo	23 Apr 2018
12	MyReport	Incidents	Manager	24 Oct 2016	Active	Manag	01 May 2018

Sorting Information in the Scheduled Report List

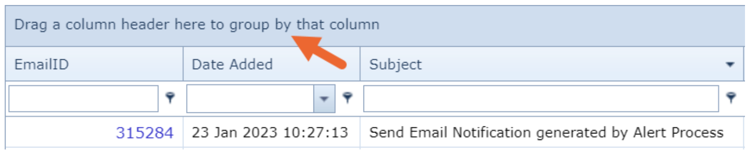
You're able to sort the email log by any of the column headers. Click on the column header to sort. A sort icon will display so it is visible what column has been sorted

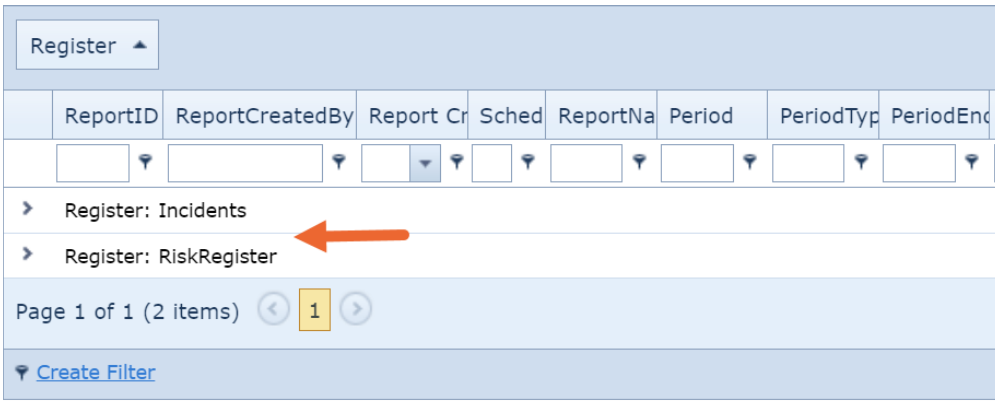


Grouping the Scheduled Report List

Group the records based on one of the columns showing in your list. In this example we've grouped our record in the log by Incident:

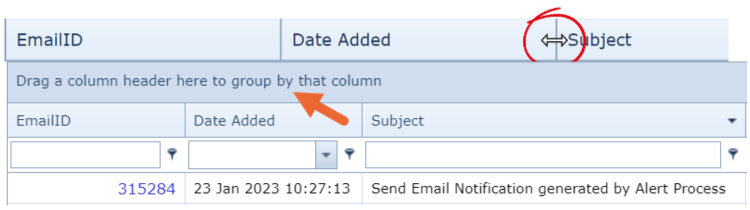
To group your records, click and drag the column header to the space above the list which says **Drag a column header here to group by that column**:





Adjusting the Scheduled Report List Page Columns

Once you have your columns in their desired order, you can adjust their widths to make the best use of the space available on your screen. We recommend adjusting them from left to right.

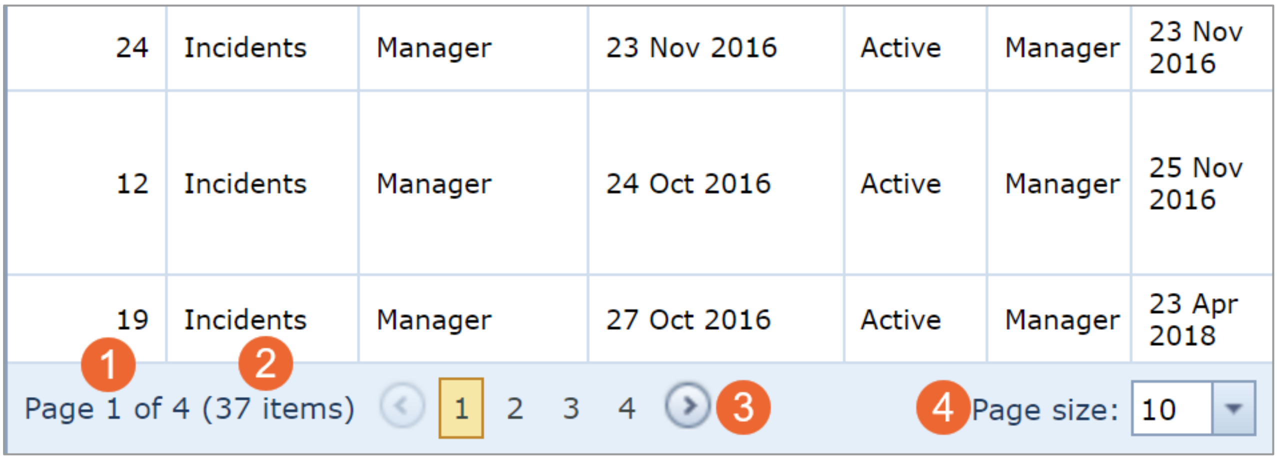


Put your mouse cursor on the line that separates each column. Click and drag left to right to adjust as needed.

Row Count in the List

You can set how many records (rows) in the list display per page via the settings at the bottom of the list. The default setting is set to 25 rows per page. This is best for page performance if you don't want the page to load too slowly

- Number of pages and the page you are viewing at the time (1)
- How many records in total (2)
- Navigation between pages (3)
- Row Count | Select the number of records you want displayed per page (4)



Settings for the Scheduled Report List Page

1.1.1 Expand (1)

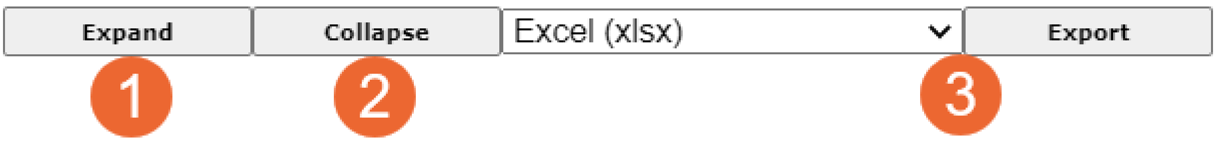
When the list has grouping applied, and you want to see all records within their respective group

1.1.2 Collapse (2)

When the list has grouping applied, and you want to display the respective group

1.1.3 Export (3)

You're able to download a copy of the email log to excel. Select the file format and click **Export**. When you download an excel copy of the email log, it will only add records that are displayed on your list. If you have any filtering applied, it will only download the records displayed after the filtering is applied and not all records. If you want all records, ensure you don't have any filtering applied



ERROR LOG

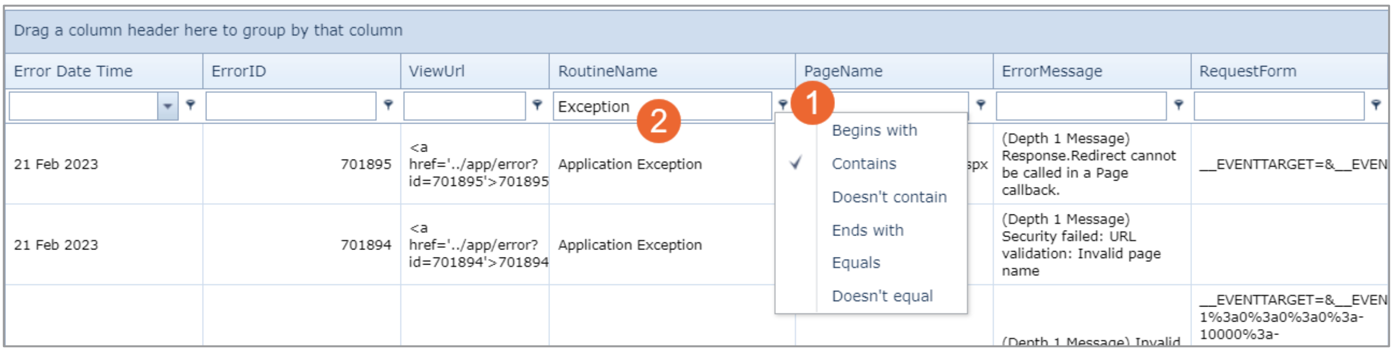
The error log displays any errors that have been detected in your RiskMan system. This log can contain a lot of technical details.

This is helpful to allow for troubleshooting to diagnose any possible system issues. Our RiskMan support team will assist in any diagnostics and fixes

Template Permission Setting: **General Tab** > **Can access Error Log**

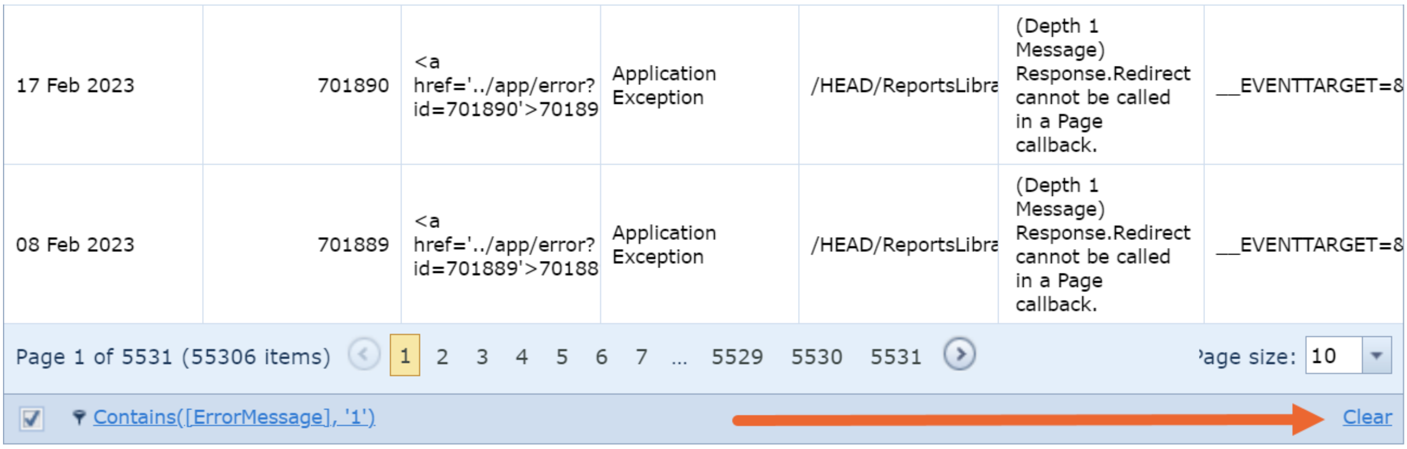
Filtering Information in the Error Log

You're able to specify what information you're looking for to review. Each column allows for specific filtering for key words. You can also filter by one or more columns



1. Select a filter test option (1)
2. Add your filter criteria (2)
3. To remove the filtering applied, delete the text in the column you added the filtering, then click enter on your keyboard

Alternatively, you can click **Clear** at the bottom of your list page. This option will only present when filtering has been applied



Sorting Information in the Error Log

You're able to sort the email log by any of the column headers. Click on the column header to sort. A sort ▼ icon will display so it is visible what column has been sorted

Drag a column header here to group by that column

Error Date Time	ErrorID	ViewUrl	RoutineName ▲	PageName	ErrorMessage
12 Jan 2023	701616	<a href='../app/error?id=701616'>701616	AlertError		Thread was being aborted. Alert Guid = 6953aa14-a711-4c67-8f51-2092abd93cd0
06 Dec 2022	701321	<a href='../app/error?id=701321'>701321	AlertError		Thread was being aborted. Alert Guid = 1e38fffe-87bf-4e30-b27b-bec5c990ae5d

Grouping the Error Log List Page

Group the records based on one of the columns showing in your list. In this example we've grouped our record in the log by Incident:

To group your records, click and drag the column header to the space above the list which says **Drag a column header here to group by that column**:

Drag a column header here to group by that column

EmailID	Date Added	Subject
315284	23 Jan 2023 10:27:13	Send Email Notification generated by Alert Process

RoutineName ▲

Error Date Time	ErrorID	ViewUrl	PageName	ErrorMessage

- RoutineName: AlertError
- RoutineName: Application Exception
- RoutineName: Function FetchRS
- RoutineName: Function GetDataTable
- RoutineName: Function Process
- RoutineName: Function: GetDataSet
- RoutineName: LoadRules
- RoutineName: ProcessAlerts
- RoutineName: ProcessEmails
- RoutineName: Reports Scheduler Error

Page 1 of 2 (13 items) 1 2

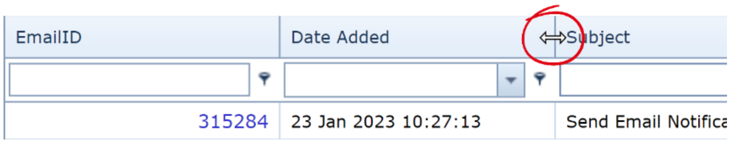
Create Filter

Adjusting the Error Log List Page Columns

Once you have your columns in their desired order, you can adjust their widths to make the best use of the space available on your screen. We recommend adjusting them from left to right.

Put your mouse cursor on the line the separates each column. Click and drag left to right to adjust as needed.

Row Count in the List Page



You can set how many records (rows) in the list display per page via the settings at the bottom of the list. The default setting is set to 25 rows per page. This is best for page performance if you don't want the page to load too slowly

- Number of pages and the page you are viewing at the time (1)
- How many records in total (2)
- Navigation between pages (3)
- Row Count | Select the number of records you want displayed per page (4)