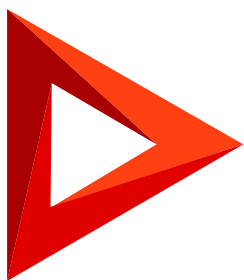


# Audit log

Version 7.17



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# Set up the audit log

PRODUCTS: **ALL CREATIO PRODUCTS**

The **audit log** records system settings, events, and data. It logs events related to changes in the user role structure, the distribution of access permissions, changes in the system setting values, user authorization in Creatio, etc.

The **change log** records changes to business data. You can use it to track product price or account balance changes. Learn more: [Set up the change log](#).

**Note.** Enable the “View “Audit log” section” (“CanViewSysOperationAudit” code) system operation to view the audit log. Enable the “Manage “Audit log” section” (“CanViewSysOperationAudit” code) system operation to view and archive the audit log records. Learn more: [System operation permissions](#).

The audit log is disabled by default. Follow the steps in this article to enable this feature.

To enable the audit log using the system settings:


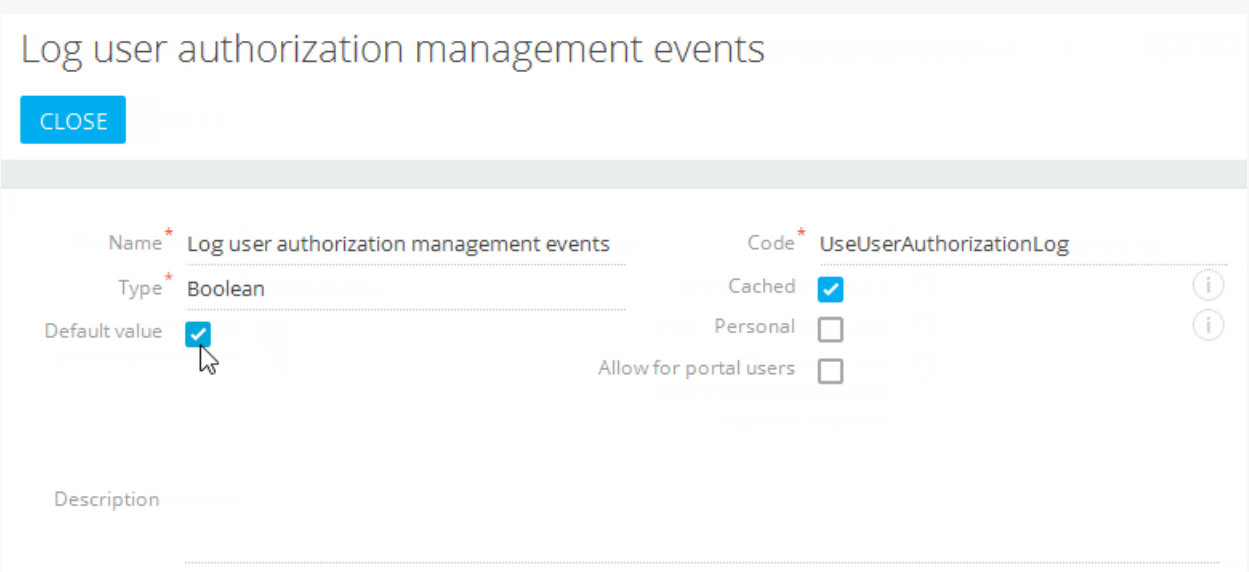
1. Click the  button to open the System designer.
2. Click “System settings” in the “System setup” block.
3. Select the “Audit log” folder subordinate to the “Administration” folder. This folder contains all system settings that control the audit log. Each logged event type has a dedicated system setting that enables or disables it. Learn more about the audit log system settings: [Description of system settings](#).
4. Open the setting and select the [ *Default value* ] checkbox to enable it. For example, select the checkbox in the [ *Log user authorization management events* ] system setting (Fig. 1) to record user log in and log out events.

Fig. 1 An audit log system setting



Log user authorization management events

CLOSE

Name\* Log user authorization management events

Type\* Boolean

Code\* UseUserAuthorizationLog

Default value

Cached

Personal

Allow for portal users

Description

After disabling an audit log system setting, you may need to restart the Redis session server for the changes to take effect.


**Note.** If the audit log is enabled on the configuration file level, Creatio will ignore the system setting values.

## View and archive the audit log

PRODUCTS: [ALL CREATIO PRODUCTS](#)

You can view the system operations audit log that automatically registers events related to the modification of user roles, distribution of access permissions, change of system setting values, and users' authorization in the system.

### Access the audit log

Open the System designer. For example, click the  button. Then, open the “System settings” section in the “System setup” block. Click “Audit log” in the “Users and administration” block.

**Note.** Enable the “View “Audit log” section” (“CanViewSysOperationAudit” code) system operation to view the audit log. Enable the “Manage “Audit log” section” (“CanViewSysOperationAudit” code) system operation to view and archive the audit log records. Learn more: [System operation permissions](#).

The [ *Audit log* ] view displays the list of the most recently logged events. The [ *Log archive* ] view displays the list of events archived via the [ *Archive log* ] action. Creatio stores the archived events in a separate table.

The [ *Audit log* ] section list displays the following data:

**Note.** Configure the balancer to make the audit log display the user IP addresses in Creatio .NET Core or .NET 6 deployed on-site with horizontal scaling. Learn more: [Set up the IP addresses in the audit log for .NET Core and .NET 6](#).

- [ *Type* ] - the [ *Event types* ] lookup contains the available event types. For example, “User authorization,” “User session,” etc.
- [ *Event date* ] - the event start date and time.
- [ *Result* ] - the [ *Event results* ] lookup contains the available system event results. For example, the user login attempt may finish with the “Authorization” result or the “Authorization denied” result upon failure.
- [ *IP address* ] - the IP address of the user who performed the operation that resulted in the event. For example, the IP address of the user who attempted to log in to Creatio.

**Note.** If the user connects via a VPN or the request is routed through proxy servers, the field will list the IP address of each proxy server. In that case, the rightmost IP address will belong to the last proxy

server and the leftmost IP address will belong to the first traceable server.

- [ *Owner* ] - the user who performed the operation that resulted in the event. For example, the name of the employee who attempted to log in to Creatio.
- [ *Description* ] - the detailed event description. For example, “User authorization John Best. IP address: 192.168.0.7.” Creatio generates the event description automatically.

## Archive the audit log

The [ *Archive log* ] action in the system operation audit log copies the log records to a separate archive table.

To archive the audit log:


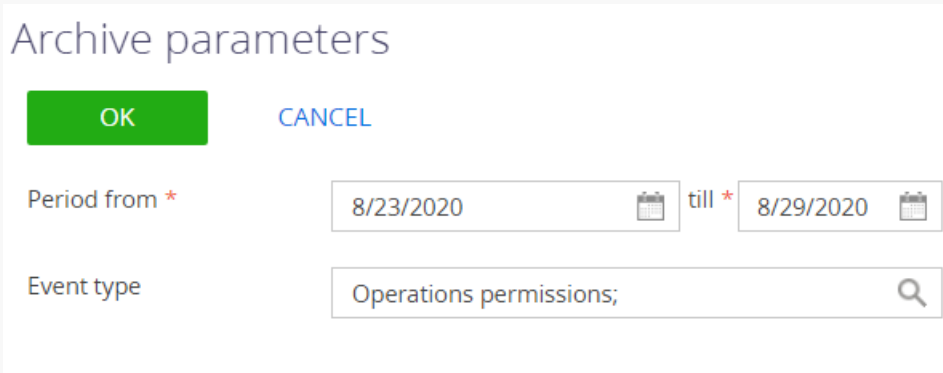

1. Click  to open the list view of the [ *Audit log* ] section.
2. Click [ *Actions* ] → [ *Archive log* ].
3. Set up the parameters on the newly opened [ *Archive parameters* ] page (Fig. 2).

Fig. 2 - The [ *Archive parameters* ] page



4. [ *Period from* ], [ *till* ] - specify the period of the events to archive. Creatio will only archive the events within the specified range.
5. [ *Type* ] - specify the type of the events to archive. Creatio will archive only the events of the specified types. You can select multiple types.

**Note.** The archiving action is logged as “Access rights audit log.” Creatio will display a message with the number of archived records upon completion.

As a result, you will be able to see the list of archived events whose dates fall within the specified period in the “Log archive” view (  ) of the [ *Audit log* ] section.