

# SECURE CONSOLE RECORDINGS

Quickly analyze and  
troubleshoot issues.

Audit Compliant  
IT Operations With  
Console Recordings.

Enable Secure  
Remote Access:

- 01 **REMEDiation:** Launch remote consoles to analyze issues with real time information.
- 02 **SCALABILITY:** Interact and broadcast a command across multiple consoles from a single platform.
- 03 **AUDITING:** View console sessions recordings for compliance, change management and training.



## Business Challenge

As the services required to support enterprises continue to expand, CIOs are challenged to stay compliant and keep company information and infrastructure safe. As enterprises continue to embrace a variety of new services, IT teams face an ever-difficult battle to control and track access to critical infrastructure in a systematic way.

Such challenges are common whether you are managing IT operations in an enterprise or on behalf of customers as a service provider. Organizations need a reliable audit trail for access and activity within their IT environment. Console recordings can be a key part of compliance and audit processes.

## Drive Organizational Control & Compliance

Audit recordings track every console session at the protocol level. Retrieve playback in the device history, much like your favorite show on your DVR. Recordings capture a session right from login to every step an engineer takes on the device, meaning every mouse click and every key stroke. Understand when something happened, for how long, by which protocol and any tickets the session was associated with.

## Audit Compliance

Audit trails are captured for every login and activity in your IT environment. Whether the activity is from central IT, a business unit or an outside vendor, OpsRamp will tell you what resources were accessed, for how long and when, and what they did during the session.

## Easy Troubleshooting

Session recordings let you determine remediation based on pure facts. It can be challenging at times to own up to a mistake, or even realize that one was responsible for an error. Console recordings remove trust issues in sensitive situations to get to what happened and address it to reduce any business impact.

## Training

There's an additional side benefit from recording your engineer's work. You may have brilliant staff who fix a similar issue differently due to the way they make configuration setting changes to solve a problem. Take advantage of OpsRamp's recording technology which is your assistant for knowledge capture and dissemination. You may have Standard Operating Procedures but your L1 engineers can learn much more from watching your L3 engineers than by reading any document.

The screenshot displays the OpsRamp interface for a device named 'acme-dc01-cassandra5'. The main window shows a table of audit recordings with columns for ID, Ticket ID, Start Time, and Protocol. A detailed view of a recording is open, showing a terminal window with a list of system logs and commands.

Id	Ticket ID	Start Time	Protocol
10176858	24-Sep-20	postgres 1261 1235 0 Jul24 ?	SSH
10103403	16-Sep-20	postgres 1262 1236 0 Jul24 ?	SSH
10102893	16-Sep-20	postgres 1263 1238 0 Jul24 ?	SSH
10080563	14-Sep-20	postgres 1336 1 0 Jul24 ?	SSH
10071273	13-Sep-20	postgres 1366 1 0 Jul24 ?	SSH
10022563	08-Sep-20	postgres 1402 1 1 Jul24 ?	SSH
10021583	08-Sep-20	postgres 1440 1 0 Jul24 ?	SSH
9963698	01-Sep-20	postgres 1689 1 41 Jul24 ?	SSH
9921703	27-Aug-2015 11:46:30 AM	postgres 1718 1 0 Jul24 tty1	SSH

## About OpsRamp

OpsRamp enables IT to manage more workloads with less work. Our cloud platform creates a central hub that all IT teams - from operations to service management and everyone in between - use to manage today's complex hybrid computing environment.

## Contact us

Schedule your free, custom demo today. Contact us at [info@OpsRamp.com](mailto:info@OpsRamp.com) or visit [OpsRamp.com](http://OpsRamp.com) to learn more.

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