

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

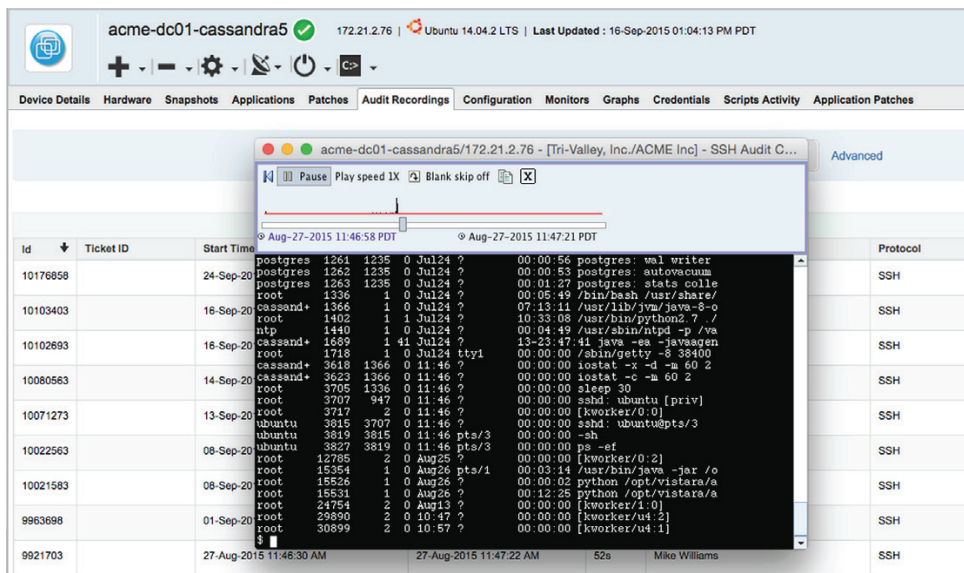
Audit trails are captured for every login and activity in your IT environment. Whether the activity is from central IT, a business unit or an outside vendor, OpsRamp will tell you what resources were accessed, for how long and when, and what they did during the session.

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 table lists audit recordings with columns for ID, Ticket ID, Start Time, and Protocol. A terminal window is overlaid on the table, showing a command-line session with various system commands and their outputs.

ID	Ticket ID	Start Time	Protocol
10176858		24-Sep-20	SSH
10103403		16-Sep-20	SSH
10102693		16-Sep-20	SSH
10080563		14-Sep-20	SSH
10071273		13-Sep-20	SSH
10022563		08-Sep-20	SSH
10021583		08-Sep-20	SSH
9963698		01-Sep-20	SSH
9921703		27-Aug-2015 11:48:30 AM	SSH

Terminal Window Content:

```
acme-dc01-cassandra5/172.21.2.76 - [Tri-Valley, Inc./ACME Inc] - SSH Audit C...
[Pause] [Play speed 1X] [Blank skip off] [X]
Aug-27-2015 11:46:58 PDT
Aug-27-2015 11:47:21 PDT
postgres 1261 1235 0 Jul24 ? 00:00:56 postgres: wal writer
postgres 1262 1235 0 Jul24 ? 00:00:53 postgres: autovacuum
postgres 1263 1235 0 Jul24 ? 00:01:27 postgres: stats colle
root 1336 1 0 Jul24 ? 00:05:49 /bin/bash /usr/share/
cassand+ 1366 1 0 Jul24 ? 07:13:11 /usr/lib/jvm/java-8-o
root 1402 1 1 Jul24 ? 10:33:08 /usr/bin/python2.7 /
http 1440 1 0 Jul24 ? 00:04:49 /usr/sbin/ntp -p /va
cassand+ 1689 1 41 Jul24 ? 13-23:47:41 java -ea -javaagen
root 1718 1 0 Jul24 tty1 00:00:00 /sbin/getty -8 38400
cassand+ 3618 1366 0 11:46 ? 00:00:00 iostat -x -d -m 60 2
cassand+ 3623 1366 0 11:46 ? 00:00:00 iostat -c -m 60 2
root 3705 1336 0 11:46 ? 00:00:00 sleep 30
root 3707 947 0 11:46 ? 00:00:00 sshd: ubuntu [priv]
root 3717 2 0 11:46 ? 00:00:00 [worker/0:0]
ubuntu 3815 3707 0 11:46 ? 00:00:00 sshd: ubuntu@pts/3
ubuntu 3819 3815 0 11:46 pts/3 00:00:00 -sh
ubuntu 3827 3819 0 11:46 pts/3 00:00:00 ps -ef
root 12785 2 0 Aug25 ? 00:00:00 [worker/0:2]
root 15354 1 0 Aug26 pts/1 00:03:14 /usr/bin/java -jar /o
root 18526 1 0 Aug26 ? 00:00:02 python /opt/vistara/a
root 18531 1 0 Aug26 ? 00:12:26 python /opt/vistara/a
root 24754 2 0 Aug13 ? 00:00:00 [worker/1:0]
root 29890 2 0 10:47 ? 00:00:00 [worker/u4:2]
root 30899 2 0 10:57 ? 00:00:00 [worker/u4:1]
```

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 or visit OpsRamp.com to learn more.

TO LEARN MORE
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