oodrive suite

Administrator Guide

Activity tracking

Terms of use

Distribution list

Company	Role
Oodrive Group	Oodrive Group colleagues and customers

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1. Getting started configuring your workspace

As an Oodrive account holder with administrative rights, you have been made administrator of one or more administration modules on your company's workspace.

As a result, you are responsible for configuring a certain number of options relating to the behavior of applications offered to your organization's employees.

Several administration modules may be available to you in the Oodrive Suite portal, depending on how these responsibilities have been assigned within your company.

Some administration modules are shared between all Oodrive solutions and allow you to configure and monitor your workspace as a whole :

Shared administration modules	
Access Management	• Configuration of workspace access and authentication Access documentation
User Management	• Management of workspace users Access documentation
Custom Graphics Management	• Configuration of the workspace name, logos and colors Access documentation
Activity Tracking	• Activity tracking for all workspace users Access documentation
Administration of Legal Notices	• Management of legal notices and approval by workspace users Access documentation

Other administration modules are dedicated to a specific solution. These modules allow you to configure each application according to the needs of your organization :

Solution-specific administration modules	
Sharing Administration	• Module dedicated to Oodrive Work_share and Oodrive Work • Configuration of options for sharing and collaboration applications • Monitoring of user activities Access documentation
Work Administration	• Module dedicated to Oodrive Work • Teamspace management Access documentation
Backup Management	• Module dedicated to Oodrive Save • Configuration of savesets and backup policies for your user base Access documentation
Oodrive Media Administration	• Module dedicated to Oodrive Media • Configuration of the Media Library application Access documentation
Oodrive Meet Administration	• Module dedicated to Oodrive Meet • Configuration of meeting options Access documentation

An administrator guide is available for each of these modules in order to assist you in configuring your workspace, depending on your role.

Please note: Only Oodrive technical support can be responsible for assigning and modifying administration rights. As a result, the administration modules to which you have access depend on the configuration defined by Oodrive support and its main point of contact within your company.

1.1. Compatibility

Oodrive solutions run on different operating systems and browsers. You will find the list of compatible versions below:

Operating systems

- **Windows**

  Operating systems covered by Microsoft standard support (Cf. Windows lifecycle: http://windows.microsoft. com/en-us/windows/lifecycle)

- **MacOs et iOS**

  Major versions n and n-1 (current and previous)

- **Android**

  Major versions n and n-1 (current and previous)

Web browsers

- **Microsoft Edge, Google Chrome and Mozilla Firefox**

  Major versions n and n-1 (current and previous)

- **Safari**

  Latest major version available on a compatible Apple operating system

Other software

- **JRE (for applets)**

  JRE (and JDK) supported by Oracle on their respective operating systems

- **Microsoft Outlook**

  Versions covered by Microsoft standard support

1.2. Log in to your workspace

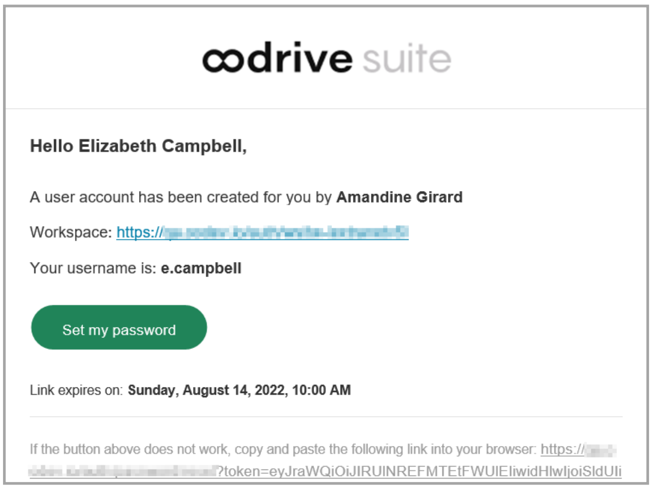
There are two ways to log in to your workspace:

- using your Oodrive login credentials
- using your company login credentials

The login options available on your workspace depend on your Access Management module settings.

Log in with your Oodrive login credentials

1. Retrieve the username emailed to you when your account was created and click **Set my password**.



2. You will be redirected to a browser page asking you to set a password and confirm it before clicking **Validate**.

3. Click **Log in** to access the login page.

   Please note: If the Oodrive login field is not displayed, click **Log in using your login credentials** to access it.

4. Enter your username and click **Next**.

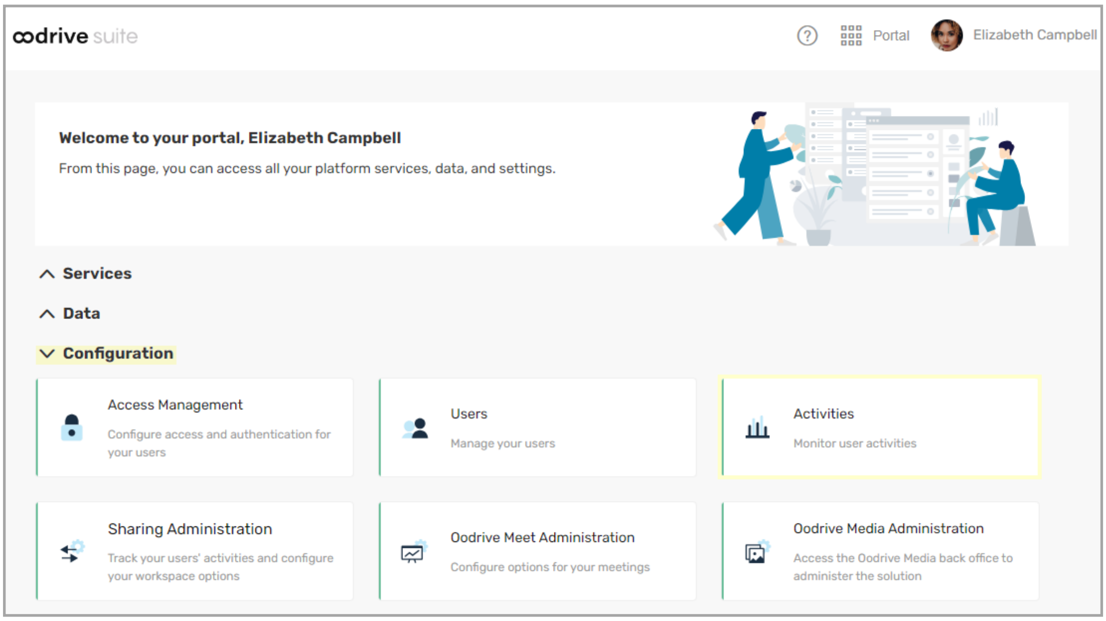
5. Enter the password you have just specified, then click **Log in**.

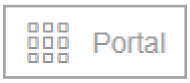
   Careful: After 5 failed login attempts, a security code will automatically be sent via email. This code will be required in addition to your password.

   If you have forgotten your password, click **Forgot your password?**

   If two-factor authentication has already been configured on your workspace, you will also be asked to enter the code received on your mobile device.

6. Next, you will access the Oodrive Suite portal, where you will find all the applications and configuration modules to which you have access.



To return to the portal at any time, click on 

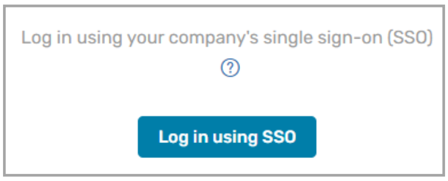
in the upper-right corner of the page, then select **Portal**.

Please note: As a security measure, you will be automatically logged out of your session after 30 minutes of inactivity. You can extend your session by clicking **Continue to browse** when the logout warning appears on the screen.

Log out at any time by clicking on your name in the upper-right corner of the page, then on **Logout**.

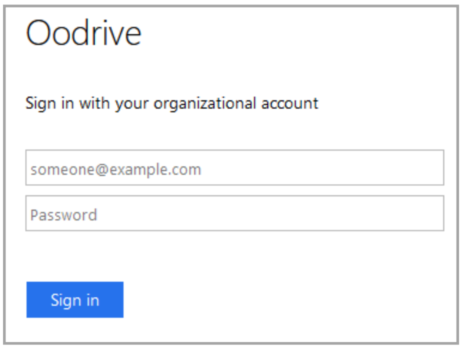
Log in with your company login credentials

1. Click the **Log in using SSO** button.



   If the button is not available, click **Log in using your company's single sign-on (SSO)**

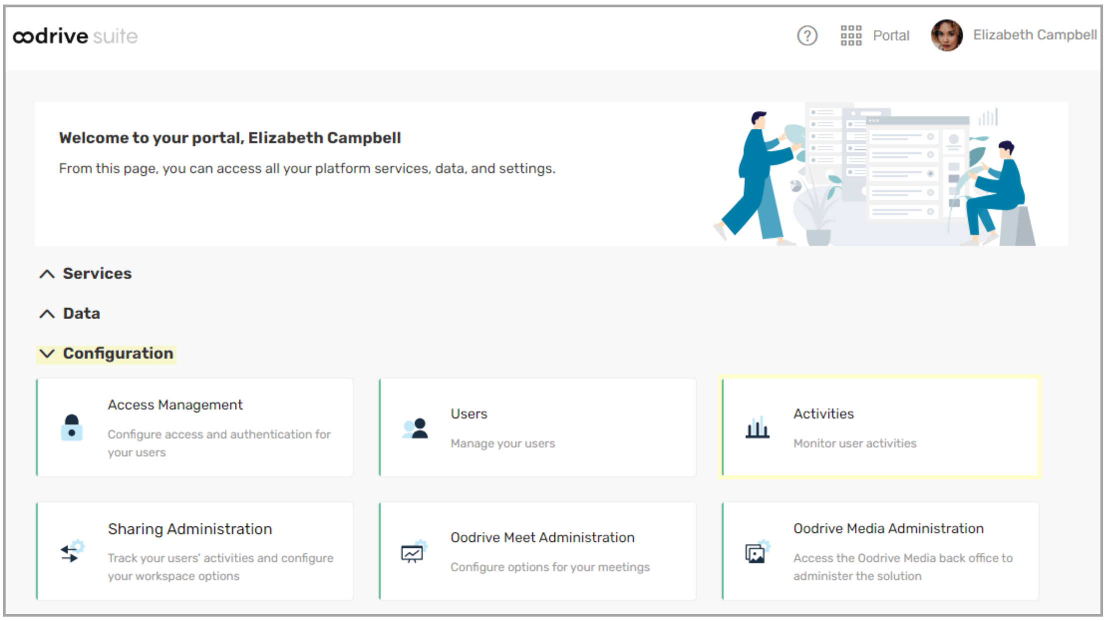
2. Enter your company login credentials and click **Log in**.



   If you have forgotten the password associated with your company username, please contact your company's IT administrator.

   If two-factor authentication has already been configured on your workspace, you will also be asked to enter the code received on your mobile device.

3. Next, you will access the Oodrive Suite portal where you will find all the applications and configuration modules to which you have access.



To return to the portal at any time, click on 

in the upper-right corner of the page, then select **Portal**.

Please note: As a security measure, you will be automatically logged out of your session after 30 minutes of inactivity. You can extend your session by clicking **Continue to browse** when the logout warning appears on the screen.

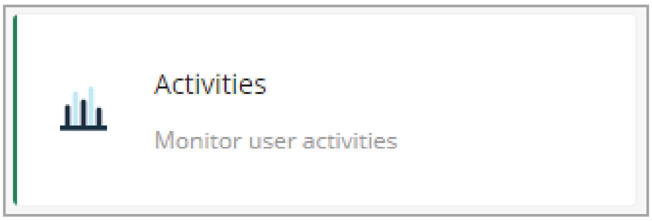
Log out at any time by clicking on your name in the upper-right corner of the page, then on **Logout**.

1.3. Overview of the Activities module

As a user with administrative rights, you are responsible for monitoring workspace activity.

The Activities module allows you to:

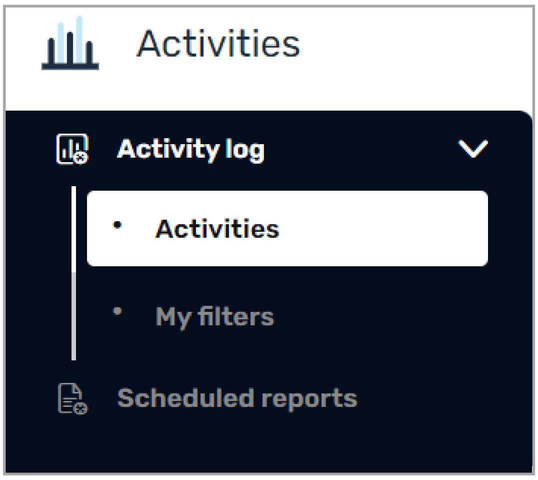
- **View the history** of actions performed by workspace users
- **View the details** of each event
- **Filter the activity log** to find a specific event
- **Save custom filters** to quickly display the most relevant data
- **Schedule activity reports**, sent at the frequency of your choice



Please note: In compliance with regulations, activity logs are only retained for a period of 12 months.

1.4. Browse the Activities module

In the navigation panel along the left side of the page, you can quickly access each section of the Activities module.



2. Monitoring workspace activity

Track activities performed on the workspace by Users, Contacts and Anonymous Contacts (without a login).

You can monitor the activities performed on every application of your workspace, and you can also create and schedule reports regarding these activities.

The table below lists the applications associated with each Activities module filter:

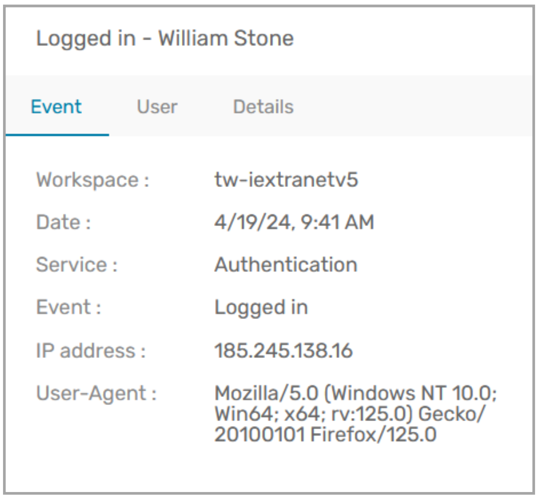
"Service" Filter Value	Application
oodrive_platform	• Address Book • "My Account" section • Delegations
Users	• Users module
Authentication	• Access Management module
Share administration	• Sharing Administration module
oodrive_share & oodrive_collaborate	• Oodrive Work_share application • Oodrive Work application
Media	• Oodrive Media application • Media Library Management module • Media Library Administration module
oodrive_meeting	• Oodrive Meet application
Office Online	• Office Online application
Collabora Online	• Collabora Online application
CHAT-PROVISIONING	• Activities related to the discussion feature in Oodrive Work
Teamspace	• Activities related to teamspace management in Oodrive Work
Oodrive_legal_Notice	• Legal Notices Administration module • Activities related to legal notices

Please note: In compliance with regulations, activity logs are only retained for a period of 12 months.

2.1. View an event

The **Activities** view in the **Activity log** section allows you to view all workspace activity.

Click on the event of your choice to display the information panel.



You will then be able to browse the information panel tabs to view the event details. The available tabs are:

- **Event**: general information about the event (date, service, event type)
- **User**: information about the user who performed the action (name, account type, username, email address, company)
- **Details**: technical information specific to the event type

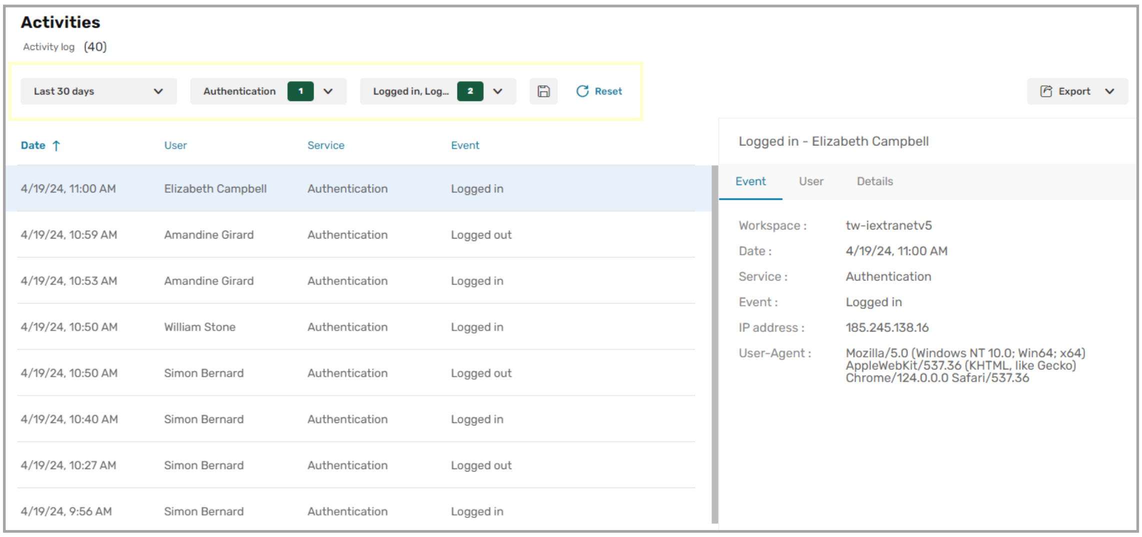
2.2. Filter the activity log

1. In the navigation panel along the left side of the page, click the **Activity log** section and select **Activities**.

2. Use the filter options above the events list to focus your search on specific activities. You can filter by:

   - **Time period**: last 24 hrs, last 7, 30 or 90 days, or custom range
   - **Services**: business applications, administration modules and Oodrive Suite services
   - **Events**: action performed by the user

   The event list is filtered according to the selected criteria:

   You can also modify the order in which the events are displayed. By default, the list is ordered from the most recent to the oldest event :

   - Click on the **Date** column heading to change the order in which the events are displayed (from oldest to most recent, and vice-versa). An arrow indicates the sorting order.
   - Click on the **User** column heading to sort the list alphabetically by last name of users.

3. To remove the applied filters and return to the full view of the activity log section, click **Reset**.

Save filters

Saving filters allows you to quickly access relevant information and generate scheduled reports focused on specific activities.

1. In the **Activity log** section, select **Activities**.
2. Use the filter options above the events list to focus your report on specific activities (**time period**, **services**, **events**).
3. To the right of your filters, click the **Save your filters** button.
4. Enter the name of your new filter and click **Save**.

To apply your saved filter to the events list, select the filter in the **My filters** section and click **Open**.

Modify filters

You can make changes to your saved filters at any time in the **My filters** menu. However, you cannot rename an existing filter: if you want to change the name of a filter, you must recreate it.

1. In the **Activity log** section, select **My filters**.
2. Select the filter you want to modify to view filter details.
3. In the panel on the right, click **Open**.
4. Use the filter options above the events list to make changes to your filter settings.
5. When you have finished, click the **Save modifications** button.
6. Click the **Quit filter view** button to return to the full activities view.

Delete filters

1. In the **Activity log** section, select **My filters**.
2. Select the filter you want to delete.
3. In the panel on the right, click **Delete**.
4. Click **Delete** again to permanently delete the selected filter.

2.3. Generate an instant report

You can generate instant tracking reports regarding user workspace activity. Filter tracking data to zero in on the most relevant workspace activities before generating your report in CSV or JSON format.

1. In the **Activity log** section, select **Activities**.

2. Use the filter options above the events list to focus your report on specific activities (**time period**, **services**, **events**).

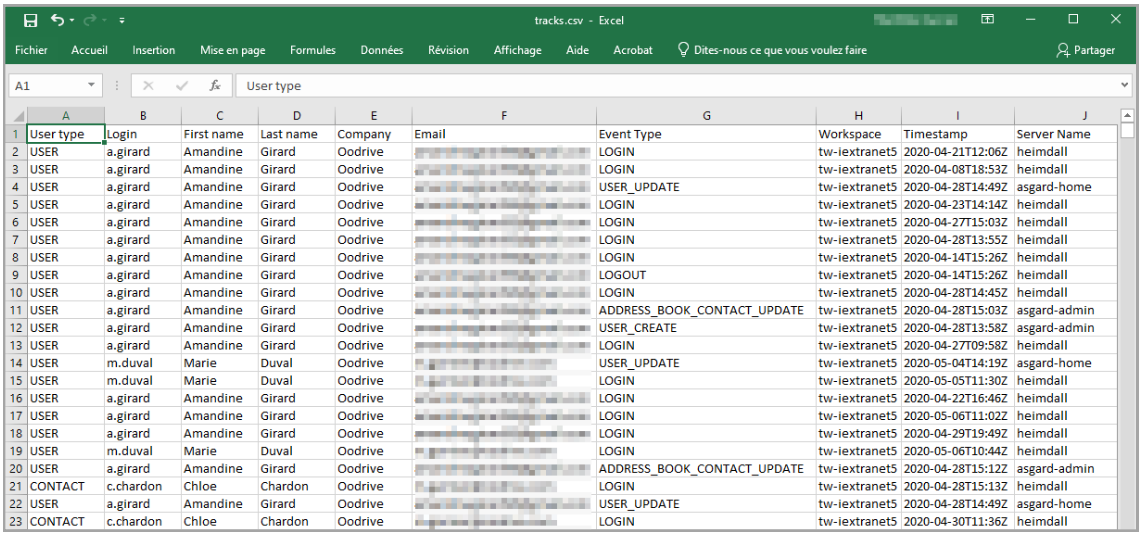
3. In the upper-right corner of the page, click **Export** and select a file format :

   - **Full Export - JSON Format**
   - **Full Export - CSV Format**
   - **Audit Export - CSV Format**

   Please note: The audit export is more concise than the full export and particularly useful for highlighting the most important information in the report, especially those relating to collaboration.

4. In your web browser, a CSV or JSON file will download.

   Click on the downloaded file to open.



	A	B	C	D	E	F	G	H	I	J
1	User type	Login	First name	Last name	Company	Email	Event Type	Workspace	Timestamp	Server Name
2	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-21T12:06Z	heimdall
3	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-08T18:53Z	heimdall
4	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	USER_UPDATE	tw-iextranet5	2020-04-28T14:49Z	asgard-home
5	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-23T14:14Z	heimdall
6	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-27T15:03Z	heimdall
7	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-28T13:55Z	heimdall
8	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-14T15:26Z	heimdall
9	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGOUT	tw-iextranet5	2020-04-14T15:26Z	heimdall
10	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-28T14:45Z	heimdall
11	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	ADDRESS_BOOK_CONTACT_UPDATE	tw-iextranet5	2020-04-28T15:03Z	asgard-admin
12	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	USER_CREATE	tw-iextranet5	2020-04-28T13:58Z	asgard-admin
13	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-27T09:58Z	heimdall
14	USER	m.duval	Marie	Duval	Oodrive	[illegible]	USER_UPDATE	tw-iextranet5	2020-05-04T14:19Z	asgard-home
15	USER	m.duval	Marie	Duval	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-05-05T11:30Z	heimdall
16	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-22T16:46Z	heimdall
17	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-05-06T11:02Z	heimdall
18	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-29T19:49Z	heimdall
19	USER	m.duval	Marie	Duval	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-05-06T10:44Z	heimdall
20	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	ADDRESS_BOOK_CONTACT_UPDATE	tw-iextranet5	2020-04-28T15:12Z	asgard-admin
21	CONTACT	c.chardon	Chloe	Chardon	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-28T15:13Z	heimdall
22	USER	a.girard	Amandine	Girard	Oodrive	[illegible]	USER_UPDATE	tw-iextranet5	2020-04-28T14:49Z	asgard-home
23	CONTACT	c.chardon	Chloe	Chardon	Oodrive	[illegible]	LOGIN	tw-iextranet5	2020-04-30T11:36Z	heimdall

2.4. Schedule a report

Automate the report generation process on a daily, weekly, and/or monthly basis. Automatic reports are generated from a saved filter, so that the Oodrive platform can filter workspace activities to only include the most salient tracking data.

Once a scheduled report has been auto-generated, you will automatically receive an email containing a download link to the new report in CSV or JSON format.

Requirements: To schedule a report, you must have already saved a filter. If you have not saved any filters yet, please refer to the section "Save filters" on page 14.

1. In the navigation panel, click the **Scheduled reports** section.

2. In the upper-right corner of the page, click **New report**.

3. Enter the **Report name**. Your report will display under this name in the **Scheduled reports** section.

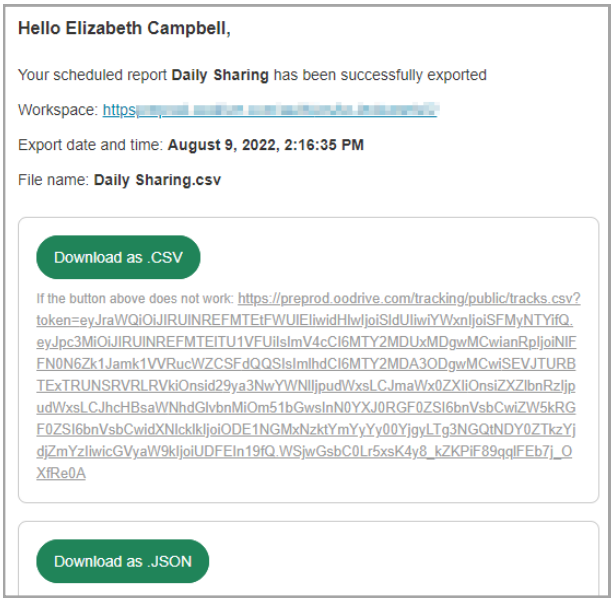
4. Select a filter among those you have saved. It will be used to define the scope of the report.

5. Select the frequency (**Every day**, **Every Monday**, **Every month**) to autogenerate the report.

6. Click **Create**.

   A confirmation message will appear confirming that the report has been successfully planned.

Below is an example of the email notification received following a scheduled report. The new report can be downloaded locally by clicking on **Download as .CSV** or **Download as JSON**.



2.5. Modify a scheduled report

You can find all your scheduled reports in the **Scheduled reports** section. Click on the report of your choice to:

- Make changes to the report
- Deactivate or reactivate the report temporarily
- Delete the report permanently

Modify an existing report

1. In the navigation panel, click the **Scheduled reports** section.
2. Select the report you want to modify.

   The details of the selected report are displayed in the panel on the right (date created, filter, sending frequency).
3. Along the bottom of the panel, click **Edit**.
4. Update the form, then click **Edit** to save your changes.

Deactivate or reactivate a report

1. In the navigation panel, click the **Scheduled reports** section.
2. Select the report you want to deactivate/reactivate.

   The details of the selected report are displayed in the panel on the right (date created, filter, sending frequency).
3. Click on the toggle switch to the right of the report name.

A blue toggle switch indicates that the report is enabled.

A gray toggle switch indicates that the report is disabled.

Delete a report

1. In the navigation panel, click the **Scheduled reports** section.

2. Select the report you want to delete.

   The selected report's details are displayed in the panel on the right (date created, filter, sending frequency).

3. Along the bottom of the panel, click **Delete**.

4. Click **Delete** again to permanently delete the scheduled report.

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