TRACELINK UNIVERSITY

Monitor audit trail data

System Administrators and Network and App Administrators must assign users the **Member - Standard Audit Trail Access** role to access the Audit Trail menu item to search, filter, and export audit trail data which provides visibility into the exact date and time that a particular user made a change, the data that was updated, and where the change occurred (e.g. which application, whether the user touched the UI).

Company audit report

The Company Audit Trail Report feature enables System Administrators and Network and App Administrators to generate and export a comprehensive record of significant actions and system changes in PDF or CSV format. The report provides detailed visibility into administrative and user activities within the company, supporting transparency, accountability, and traceability across the application.

Add new audit trail report

System Administrators and Network and App Administrators can add new audit trail reports to investigate specific events.

1. Select Administration in the main menu.
2. Select Audit Trail from the left menu.

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3. Select Company Audit from the left menu.
4. Select the New button.
5. Select a time range from the Audit Export Date Range section:
    - From Date field – Required. Select a specific start date range from the calendar to view specific audit trail report or type the date.
    - To Date field – Required. Select a specific end date range from the calendar to view specific audit trail report or type the date.
6. Select a file format type from the Export File Type drop-down:
    - PDF field – Exports the data in a printable PDF format suitable for sharing or reporting.
    - CSV field – Exports the data in a comma-separated values format for use in spreadsheets or further data processing.
7. Select Apply.

   The Company Audit Details screen display the following information for the generated report.

    - Report Date – Displays the date and time the audit trail report was generated.
    - Request By – Displays the name of the System or Application Administrator who requested the report.
    - Audit From Date – Displays the starting date and time from which audit trail data is included in the report.
    - Audit To Date – Displays the ending date and time up to which audit trail data is included in the report.
    - Report File – Displays the link to download the audit trail report file; the download link is available only when the report generation is successful.
    - Export File Type – Displays the selected file format of the exported

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report, such as PDF or CSV.

- Failure Reason – Displays the reason if the report generation process failed.

Tips

- Select the New icon to select a different time range.
- Only audit trail reports with a Status of Success are available for download.

If no audit entries exist for the duration specified by the user, the report generation fails with a status of FAILED.

Filter and download audit trail data

System Administrators and Network and App Administrators can filter and view audit trail data to investigate specific events.

1. Select Administration in the main menu.
2. Select Audit Trail from the left menu.
3. Select Company Audit from the left menu.
4. Select the Filter button to generate and download the audit trail file.
5. Select a time range from the Export Date drop-down:
   - Last 12 hours – The audit trail reports generated in the last 12 hours.
   - Last 24 hours – The audit trail reports generated in the last 24 hours.
   - Last 72 hours – The audit trail reports generated in the last 72 hours.
   - Next 12 hours – The audit trail reports generated in the next 12 hours.

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- Next 24 hours – The audit trail reports generated in the next 24 hours.
- Next 72 hours – The audit trail reports generated in the next 72 hours.
- Custom Range – Select a date range to view the generated audit trail reports.
  - From field – Select a specific start date range from the calendar to view specific audit trail report or type the date.
  - To field – Select a specific end date range from the calendar to view specific audit trail report or type the date.

6. Relative – Define a dynamic date range based on a relative time period.
   - Previous/Next – Select whether the relative date range applies to a past (Previous) or future (Next) time period.
   - Number field – Enter or select a numeric value between 1 and 999 to define the selected time period.
7. Time Unit field – Select the unit of time, such as hours, days, weeks, months, or years.
8. Select Apply.

   A list of audit trail reports display based on the filter results.

See the information that displays based on the filter results

- Status – The audit trail report status.
  - Processing – The audit trail report is still in process.
  - Success – The audit trail report is generated successfully.
  - Failed – The audit trail report failed to generate.
- Export File Type – The selected file format of the exported report, such as PDF or CSV.
- Report Date – The date and time the report was generated.

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- From Date – The audit trail export includes data starting from this date.
- To Date – The audit trail export includes data until this date.
- Requested By – The name of the System or Application Administrator who requested the audit trail report.

9. Select the link for the Status from the results table.

The Search Company Audit screen displays.

See the information that displays on the Search Company Audit screen

- Report Date – The date and time the report was generated.
- Requested By – The name of the Application Administrator who requested the audit trail report.
- Audit From Date – The audit trail export includes data starting from this date.
- Audit To Date – The audit trail export includes data until this date.
- Report File – Select the link to the report file name to download the audit trail file.

Tips

- Select the Add icon to select a different time range.
- Only audit trail reports with a Status of Success are available for download.

If no audit entries exist for the duration specified by the user, the report generation fails with a status of FAILED.

SSO audit report

The SSO Audit Trail Report feature enables System Administrators and Network and App Administrators to generate and export a comprehensive record of Single

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Sign-On (SSO) authentication activities in PDF or CSV format. This report provides detailed visibility into user login events processed through SSO, capturing key authentication information to support transparency, accountability, security monitoring, and traceability across the system.

Add new SSO audit trail report

System Administrators and Network and App Administrators can add new audit trail reports to investigate specific events.

1. Select Administration in the main menu.
2. Select Audit Trail from the left menu.
3. Select SSO Audit from the left menu.
4. Select the New button.
5. Select a time range from the Audit Export Date Range section:
    - From Date field – Required. Select a specific start date range from the calendar to view specific audit trail report or type the date.
    - To Date field – Required. Select a specific end date range from the calendar to view specific audit trail report or type the date.
6. Select a file format type from the Export File Type drop-down:
    - PDF field – Exports the data in a printable PDF format suitable for sharing or reporting.
    - CSV field – Exports the data in a comma-separated values format for use in spreadsheets or further data processing.
7. Select Apply.

   The Audit Details screen display the following information for the generated report.
    - Report Date – Displays the date and time the audit trail report was

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generated.
- Request By – Displays the name of the System or Application Administrator who requested the report.
- Audit From Date – Displays the starting date and time from which audit trail data is included in the report.
- Audit To Date – Displays the ending date and time up to which audit trail data is included in the report.
- Report File – Displays the link to download the audit trail report file; the download link is available only when the report generation is successful.
- Export File Type – Displays the selected file format of the exported report, such as PDF or CSV.
- Failure Reason – Displays the reason if the report generation process failed.

Tips

- Select the New icon to select a different time range.
- Only audit trail reports with a Status of Success are available for download.

If no audit entries exist for the duration specified by the user, the report generation fails with a status of FAILED.

Filter and download SSO audit trail data

System Administrators and Network and App Administrators can filter and view audit trail data to investigate specific events.

1. Select Administration in the main menu.
2. Select Audit Trail from the left menu.
3. Select SSO Audit from the left menu.
4. Select the Filter button to generate and download the audit trail file.

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5. Select a time range from the Export Date drop-down:
    - Last 12 hours – The audit trail reports generated in the last 12 hours.
    - Last 24 hours – The audit trail reports generated in the last 24 hours.
    - Last 72 hours – The audit trail reports generated in the last 72 hours.
    - Next 12 hours – The audit trail reports generated in the next 12 hours.
    - Next 24 hours – The audit trail reports generated in the next 24 hours.
    - Next 72 hours – The audit trail reports generated in the next 72 hours.
    - Custom Range – Select a date range to view the generated audit trail reports.
        - From field – Select a specific start date range from the calendar to view specific audit trail report or type the date.
        - To field – Select a specific end date range from the calendar to view specific audit trail report or type the date.
6. Relative – Define a dynamic date range based on a relative time period.
    - Previous/Next – Select whether the relative date range applies to a past (Previous) or future (Next) time period.
    - Number field – Enter or select a numeric value between 1 and 999 to define the selected time period.
7. Time Unit field – Select the unit of time, such as hours, days, weeks, months, or years.

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8. Select Apply.

   A list of audit trail reports display based on the filter results.

   See the information that displays based on the filter results

   - Status – The business team is active or inactive within the system.
     - Processing – The audit trail report is still in process.
     - Completed – The audit trail report is generated successfully.
     - Failed – The audit trail report failed to generate.
   - Report Date – The date and time the report was generated.
   - From Date – The audit trail export includes data starting from this date.
   - To Date – The audit trail export includes data until this date.
   - Requested By – The name of the Application Administrator who requested the audit trail report.
9. Select the link for the Status from the results table.

   The Search Company Audit screen displays.

   See the information that displays on the Search Company Audit screen

   - Report Date – The date and time the report was generated.
   - Requested By – The name of the Application Administrator who requested the audit trail report.
   - Audit From Date – The audit trail export includes data starting from this date.
   - Audit To Date – The audit trail export includes data until this date.
   - Report File – Select the link to the report file name to download the audit trail file.

Tips

- Select the Add icon to select a different time range.
- Only audit trail reports with Status as Completed can be downloaded only.

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The system handles report generation based on the availability of audit entries and system behavior during file creation:

- If no audit entries exist for the duration specified by the user, the system generates an empty file.
- Report generation fails with a status of FAILED only if a system error occurs during file generation.

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