

Netwrix Auditor for Exchange Online Quick-Start Guide

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1. Introduction

This guide is intended for the first-time users of Netwrix Auditor for Exchange Online. It can be used for evaluation purposes, therefore, it is recommended to read it sequentially, and follow the instructions in the order they are provided. After reading this guide you will be able to:

- Install and configure Netwrix Auditor
- Create a monitoring plan to start auditing Exchange Online
- Launch data collection
- See how Netwrix Auditor enables complete visibility

NOTE: This guide only covers the basic configuration and usage options for auditing Exchange Online with Netwrix Auditor. For advanced installation scenarios and configuration options, as well as for information on various reporting possibilities and other product features, refer to [Netwrix Online Help Center](#).

1.1. Netwrix Auditor Features and Benefits

Netwrix Auditor is a visibility platform for user behavior analysis and risk mitigation that enables control over changes, configurations and access in hybrid IT environments to protect data regardless of its location. The platform provides security analytics to detect anomalies in user behavior and investigate threat patterns before a data breach occurs.

Netwrix Auditor includes applications for Active Directory, Active Directory Federation Services, Azure AD, Exchange, Office 365, Windows file servers, EMC storage devices, NetApp filer appliances, Nutanix Files, network devices, SharePoint, Oracle Database, SQL Server, VMware, Windows Server, and User Activity. Empowered with a RESTful API, the platform delivers visibility and control across all of your on-premises or cloud-based IT systems in a unified way.

Major benefits:

- Detect insider threats—on premises and in the cloud
- Pass compliance audits with less effort and expense
- Increase productivity of IT security and operations teams

To learn how Netwrix Auditor can help you achieve your specific business objectives, refer to [Netwrix Auditor Best Practices Guide](#).

Netwrix Auditor for Exchange Online detects and reports on all changes made to Microsoft Exchange Online. The product provides auditing of configuration and permissions changes. In addition, it tracks mailbox access events in the managed Exchange Online organization, and notifies the users whose mailboxes have been accessed by non-owners.

2. Prerequisites and System Requirements

This section lists the requirements for the systems that are going to be audited with Netwrix Auditor, and for the computer where the product is going to be installed.

To learn about Netwrix Auditor licenses, refer to the following Netwrix Knowledge Base article: [Netwrix Auditor Licensing FAQs](#). To learn how to install a license, refer to [Licenses](#).

To learn about ports and protocols required for product operation, refer to [Protocols and Ports Required for Netwrix Auditor](#).

To learn about security roles and permissions required for product operation, refer to [Configure Netwrix Auditor Service Accounts](#).

2.1. Supported Data Sources

The table below lists systems that can be monitored with Netwrix Auditor for Exchange Online:

Data source	Supported Versions
Exchange Online	Exchange Online version provided within Microsoft Office 365

2.2. Requirements to Install Netwrix Auditor

This section provides the requirements for the computer where Netwrix Auditor is going to be installed. Refer to the following sections for detailed information:

- [Hardware Requirements](#)
- [Software Requirements](#)

2.2.1. Hardware Requirements

This section provides rough estimations of the resources required for Netwrix Auditor PoC or evaluation deployment. Consider that actual hardware requirements will depend on your monitored infrastructure, the number of users in your environment, and activities that occur in the infrastructure per day.

The metrics provided in this section are valid for clean installation on a server without any additional roles or third part applications installed on it. The use of virtual machine is recommended.

Below you can find rough estimations, calculated for evaluation of Netwrix Auditor for Exchange Online. Refer to [Netwrix Online Help Center](#) for complete information on the Netwrix Auditor hardware requirements.

You can deploy Netwrix Auditor on a virtual machine running Microsoft Windows guest OS on the corresponding virtualization platform, in particular:

- VMware vSphere
- Microsoft Hyper-V
- Nutanix AHV

Note that Netwrix Auditor supports only Windows OS versions listed in the [Software Requirements](#) section.

Hardware component	Starter, evaluation, or small environment
Processor	2 cores
RAM	4 GB
Disk space	100 GB—System drive 100 GB—Data drive (Long-Term Archive and SQL Server)
Screen resolution	Minimum 1280 x 1024 Recommended 1920 x 1080 or higher

2.2.2. Software Requirements

The table below lists the software requirements for the Netwrix Auditor installation:

Component	Requirements
Operating system	Windows Server OS: <ul style="list-style-type: none"> • Windows Server 2019 • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 Windows Desktop OS (64-bit): <ul style="list-style-type: none"> • Windows 10 • Windows 8.1

Component	Requirements
.NET Framework	<ul style="list-style-type: none">.NET Framework 4.5 and above.
Installer	<ul style="list-style-type: none">Windows Installer 3.1 and above

2.2.2.1. Using SSRS-based Reports

SQL Server Reporting Services are needed for this kind of reports (see [SQL Server Reporting Services](#)). If you plan to export or print such reports, check the requirements below.

Export

To export SSRS-based reports, **Internet Explorer** must be installed on the machine where Netwrix Auditor client runs.

Internet Options must be configured to allow file downloads for the **Local intranet** zone:

1. Select **Internet Options** and click **Security**.
2. Select **Local intranet** zone and click **Custom level**.
3. In the **Settings** list, locate **Downloads >File download** and make sure the **Enabled** option is selected.

Printing

To print SSRS-based reports, SSRS Report Viewer and Netwrix Auditor Client require ActiveX Control to be installed and enabled on the local machine. See this [Knowledge Base article](#) for details.

You can, for example, open any SSRS-based report using Internet Explorer and click **Print**. Internet Explorer will prompt for installation of the additional components it needs for printing. Having them installed, you will be able to print the reports from Netwrix Auditor UI as well.

3. Review Components Checklist

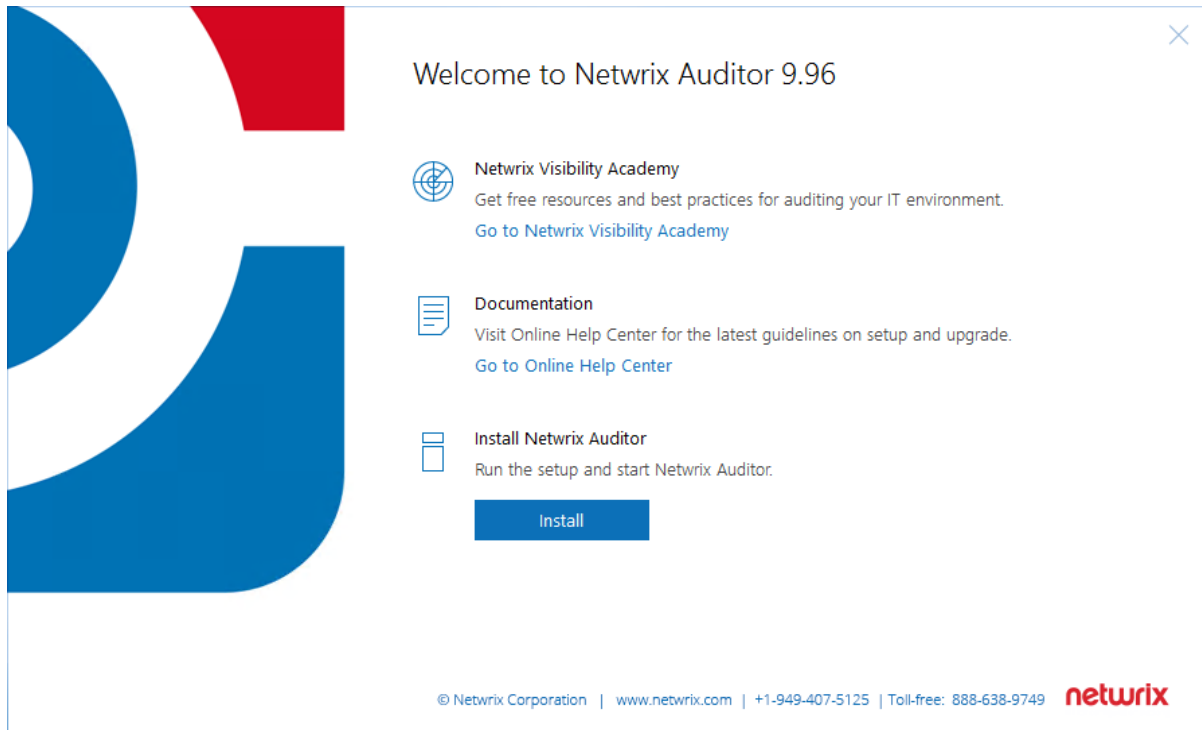
To speed up the evaluation process, Netwrix recommends you to ensure that the following services and components are up and running prior to the Netwrix Auditor installation.

Service or component	Recommendations
SQL Server with Reporting Services (or Advanced Services) 2008 or higher.	<p>Supported SQL Server versions are listed here.</p> <p>Consider maximum database size in different versions. Make your choice based on the size of the environment you are going to monitor, the number of users, and other factors. Remember that maximum database size in Express editions may be insufficient.</p> <p>NOTE: Although Netwrix Auditor provides a convenient way to download SQL Server 2014 Express edition right from the product, it is recommended to deploy SQL Server instance in advance.</p> <p>If installed separately, remember to test SQL Server connectivity.</p>
Test account	<p>Netwrix recommends you to create a special account with extensive privileges. This account should have sufficient permissions to:</p> <ul style="list-style-type: none">• Collect audit data. See Configure Data Collecting Account for more information.• Access data stored in the SQL Server instance:<ul style="list-style-type: none">• The account must be assigned the Database owner (db_owner) role and the dbcreator server role.• The account must be assigned the Content Manager role on the SSRS Home folder.• Make test changes in your environment.

4. Install the Product

To install Netwrix Auditor

1. Download Netwrix Auditor 9.96 from [Netwrix website](#).
2. Unpack the installation package. The following window will be displayed on successful operation completion:



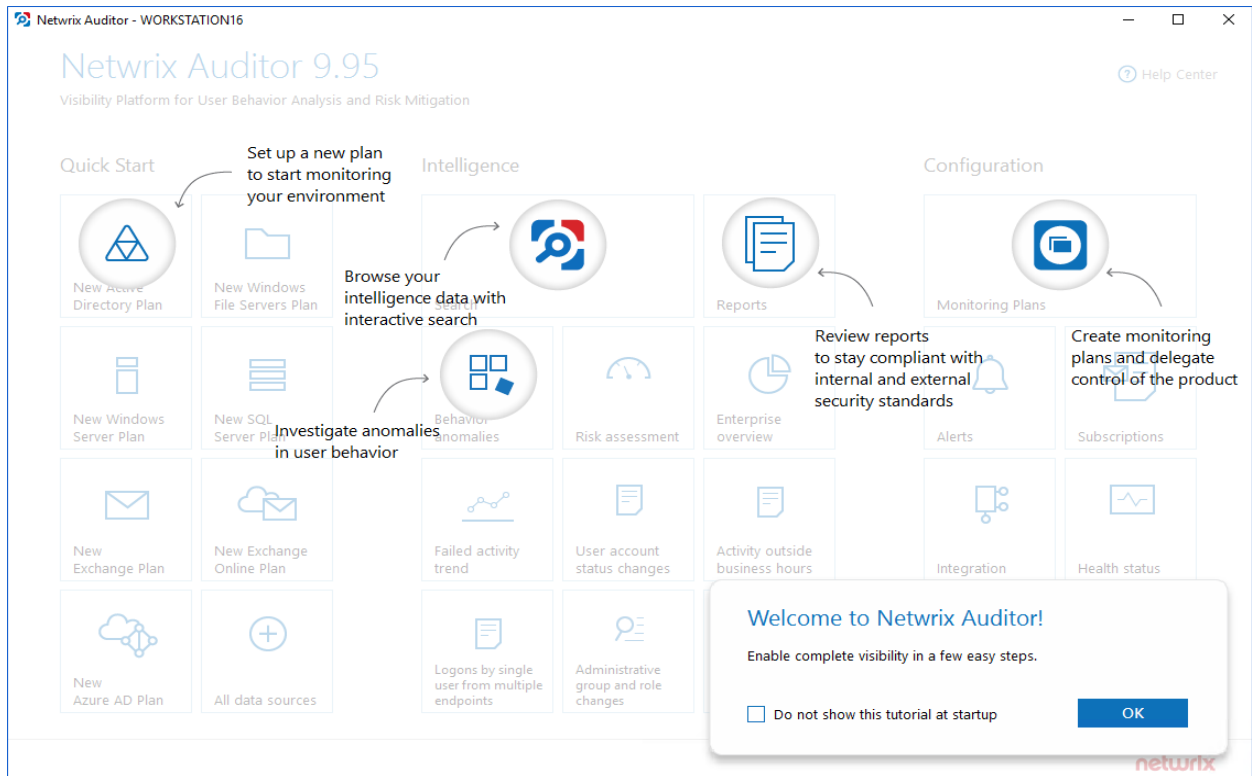
3. Follow the instructions of the setup wizard. When prompted, accept the license agreement.
4. On the **Select Installation Type** step, select **Full installation**.
5. On the **Destination Folder** step, specify the installation folder.
6. On the **Netwrix Customer Experience Program** step, you are invited to take part in the Netwrix Customer Experience Program. It is optional on your part to help Netwrix improve the quality, reliability, and performance of Netwrix products and services. If you accept, Netwrix collects statistical information on how the Licensee uses the product in accordance with applicable law. Select **Skip** if you do not want to participate in the program.

NOTE: You can always opt-out of the Netwrix Customer Experience Program later. See [Netwrix Online Helpcenter](#) for instructions on how to cancel participation in the program.

7. Click **Install**.

After a successful installation, Netwrix Auditor shortcut will be added to the **Start** menu/screen and the

product will start.



5. Monitoring Plans

To start auditing your environment and analyzing user behavior with Netwrix Auditor, create a monitoring plan.

A monitoring plan defines data collection, notification, and storage settings.

To start collecting data, and add items to its scope.

So, to collect data from your environment, you need to do the following:

1. Specify a data source and create a monitoring plan with a wizard. See [Create a New Plan](#) for more information.
2. Add items to be monitored. An item is a specific object you want to audit. As soon as the item is added, to the monitoring plan, Netwrix Auditor starts collecting data from it. See [Add Items for Monitoring](#) for more information.

5.1. Create a New Plan

On the main Netwrix Auditor page, click the tile in the **Quick Start** section.

Then follow the steps of the Monitoring Plan Wizard:

- Specify an account for collecting data
- Specify default SQL Server instance and configure the Audit Database to store your data
- Configure notification settings
- Specify the recipients who will receive daily activity summaries
- Specify a plan name

5.1.1. Settings for Data Collection

At this step of the wizard, specify the account that Netwrix Auditor will use to access the data source, and general settings for data collection.

Option	Description
Specify the account for collecting data	<p>Provide a user name and a password for the account that Netwrix Auditor will use to collect data. By default, the user name is prepopulated with your account name.</p> <p>Make sure the account has sufficient permissions to collect data. For a full list of the rights and permissions, and instructions on how to configure them, refer to Data Collecting Account. Netwrix recommends creating a special</p>

Option	Description
	service account with extended permissions.
	NOTE: If you want to audit network devices or Azure AD/Office 365 infrastructure, you can use any account here.

5.1.2. Default SQL Server Instance

To provide searching, alerting and reporting capabilities, Netwrix Auditor needs an SQL Server where audit data will be stored in the databases. To store data from the data sources included in the monitoring plan, the wizard creates an Audit Database for each plan. At this step, you should specify the default SQL Server instance that will host Netwrix Auditor databases. To read more, refer to [SQL Server and Audit Database](#).

NOTE: Alternatively, you can instruct Netwrix Auditor not to store data to the databases but only to the repository (Long-Term Archive) – in this scenario, you will only be able to receive activity summaries. Reporting and alerting capabilities will not be provided.

NOTE: Make sure the **Disable security intelligence and make data available only in activity summaries** checkbox is cleared.

Select one of the following options:

- **Install a new instance of Microsoft SQL Server Express automatically** — this option is available at the first run of the wizard. It allows you to deploy SQL Server 2016 SP2 Express with Advanced Services on the local machine. This SQL Server will be used as default host for Netwrix Auditor databases.
- **Use an existing SQL Server instance** — select this option to use an existing SQL Server instance.

NOTE: Local SQL Server instance is detected automatically, and input fields are pre-populated with its settings.

Complete the following fields:

Option	Description
SQL Server instance	Specify the name of the SQL Server instance to store audit data.
Authentication	Select the authentication type you want to use to connect to the SQL Server instance: <ul style="list-style-type: none"> • Windows authentication • SQL Server authentication

Option	Description
User name	Specify the account to be used to connect to the SQL Server instance. NOTE: This account must be granted the database owner (db_owner) role and the dbcreator server role.
Password	Enter a password.

5.1.3. Database Settings

At this step, you need to specify a database where Netwrix Auditor will store data collected from the data sources included in this monitoring plan.

NOTE: It is strongly recommended to target each monitoring plan at a separate database.

Make sure the **Disable security intelligence and make data available only in activity summaries** checkbox is cleared and **Use default SQL Server settings** is checked.

Audit Database

Specify the database to store your data and configure settings.

Disable security intelligence and make data available only in activity summaries

Database:

Use default SQL Server settings

Specify custom connection parameters

Authentication:

User name:

Password:

Configure the following:

Setting	Description
Disable security intelligence ...	<p>Only select this option if you do not want your data to be stored in the database. In this case, you will only be able to receive activity summaries. Reporting and alerting capabilities will not be provided.</p> <p>To store data to the database, leave this check box cleared.</p>
Database	<p>Default database name is <i>Netwrix_Auditor_<monitoring_plan_name></i>.</p> <p>It is recommended that you enter a meaningful name for the database here. It may include the data source type (e.g. <i>Exchange_Audit_Data</i> or <i>OracleSrv02_Audit_Data</i>), or so.</p> <p>If you decided to use the existing SQL Server instance instead of dedicated, you may want to use <i>Netwrix_Auditor</i> prefix to distinguish Netwrix Auditor databases from others.</p>
Use default SQL Server settings	<p>Select this option if you want Netwrix Auditor to connect to the SQL Server instance using the default settings you specified Default SQL Server Instance.</p>
Specify custom connection parameters	<p>Select this option to use custom credentials when connecting to SQL Server. Specify authentication method and the account that Netwrix Auditor will use.</p> <p>Make sure this account has sufficient rights to connect to SQL Server and work with the databases. See Configure Audit Database Account for details.</p>

Netwrix Auditor will connect to the default SQL Server instance and create a database with the specified name on it.

NOTE: Global settings that apply to all databases with audit data (including retention period and SSRS server used for reporting) are available on the **Audit Database** page of Netwrix Auditor settings. See [Audit Database](#) for details.

5.1.4. SMTP Server Settings

When you create the first monitoring plan, you are prompted to specify the email settings that will be used for activity and health summaries, reports and alerts delivery. For the monitoring plans that follow, Netwrix

Auditor will automatically detect SMTP settings; however, for your first plan you should provide them manually. See [this section](#) for details.

5.1.5. Email Notification Recipients

Specify who will receive daily emails: [Activity Summary Email](#) on changes in the monitored infrastructure, and [Health Summary Email](#) on Netwrix Auditor operations and health.

Click **Add Recipient** and enter your email.

NOTE: It is recommended to click . The system will send a test message to the specified email address and inform you if any problems are detected.

5.1.6. Monitoring Plan Summary

At this step of the wizard, to provide a meaningful name and optional description for your monitoring plan.

To start collecting data, you should specify the objects (items) that belong to the target data source and should be processed according to the settings of this monitoring plan. For example, for Exchange data source the item will be your Exchange server, for Windows Server data source - computer, IP range or AD container, and so on. To add items right after finishing the monitoring plan wizard, select the **Add item now** checkbox. See [Add Items for Monitoring](#) for details.

5.2. Add Items for Monitoring

Once you completed monitoring plan wizard and specified data sources, add items for monitoring.

Each data source has a dedicated item type. Netwrix Auditor automatically suggests item types associated with your data source.

5.2.1. Office 365 Tenant

Types of data that can be collected by Netwrix Auditor from the Office 365 organization depend on the authentication option you choose, as explained in the table below.

IMPORTANT! This item-level option may influence data collection. In particular, if you decide to switch from basic to modern authentication, consider that state-in-time data for Exchange Online will be no longer collected— even if the related global setting **Collect data for state-in-time reports** is still enabled for the monitoring plan.

Option	Azure AD audit	Exchange Online audit	SharePoint Online audit
Modern	Activity data	Activity data	Activity data

Option	Azure AD audit	Exchange Online audit	SharePoint Online audit
authentication			State-in-time data
Basic authentication	Activity data	Activity data State-in-time data	Activity data State-in-time data

To configure Office 365 tenant as a monitored item:

1. On the **General** page of the item properties, specify **Tenant name**:

- If you are going to use **Basic authentication**, you can proceed to the next step – **Tenant name** will be filled in automatically after it.
- If you are going to use **Modern authentication**, paste the name you obtained at [Step 4: Obtain Tenant name](#) when preparing your Azure AD app.

2. Select authentication method that will be used when accessing Office 365 services:

- With **Basic authentication** selected, Office 365 organization will be accessed on behalf of the user you specify.
 - a. Enter **User name** and **password**; use any of the following formats: *user@domain.com* or *user@domain.onmicrosoft.com*.
 - b. The **Tenant name** field then will be filled in automatically.

NOTE: Make sure this user account has sufficient access rights. See [Accessing Azure AD using basic authentication](#)

- With **Modern authentication** selected, Office 365 organization will be accessed using the Azure AD app you prepared (see [Configuring Azure AD app](#)). Enter:
 - **Application ID** you prepared at [Step 1. Create and register a new app in Azure AD](#)
 - **Application secret** you prepared at [Step 3: Configure client secret](#)

3. Click the **Add** button.

TIP: You can use a single account to collect audit data for different Office 365 services (Azure AD, Exchange Online, SharePoint Online); however, Netwrix recommends that you specify individual credentials for each of them.

NOTE: If you plan to collect and report on the audit data for Exchange Online non-owner mailbox access, consider that the value shown in the “*Who*” field in reports and search results will be displayed in UPN format (unlike the earlier Netwrix Auditor versions). This refers to the following scenarios:

- a. All new installations
- b. Upgrade from the previous versions if:
 - Modern authentication is selected in the item settings after the upgrade-OR-
 - Modern authentication has ever been selected in the item settings and reverted back to Basic later

Now your Office 365 monitoring plan is almost ready. You only need to add the **SharePoint Online** data source with the same Office 365 tenant item. Do the following:

1. On your **Office 365 monitoring plan** page, navigate to **Data source** → **Add data source** in the right pane and select the **SharePoint Online** tile.
2. For evaluation purposes, leave the data source settings unchanged. Click **Add** to add the data source.
3. Now you are again on the main page of your monitoring plan. Click **Add item** under **SharePoint Online**.
4. You will be prompted to select the **Office 365 tenant** item. Specify the same Microsoft account credentials as you provided for Exchange Online.

5.3. Launch Data Collection Manually and Update Status

If you do not want to wait until a scheduled data collection, you can launch it manually.

NOTE: Not applicable to Netwrix Auditor for User Activity. For this data source, the product sends real-time data about sessions and activity.

Along with data collection, the following actions will be performed:

- An Activity Summary email will be generated and sent to the specified recipients. It will list all changes that occurred since the last scheduled or on-demand Activity Summary delivery.
- Changes that occurred between data collections will be written to the Long-Term Archive and the Audit Database, and become available in the Netwrix Auditor client.
- A state-in-time data will be updated.

To launch data collection manually

1. Navigate to **All monitoring plans** → your monitoring plan, select **Edit**.
2. In the right pane, click **Update**.

NOTE: Depending on the size of the monitored environment and the number of changes, data collection may take a while.

6. Make Test Changes

Now that the product has collected a snapshot of the data source's current configuration state, you can make test changes to see how they will be reported by Netwrix Auditor.

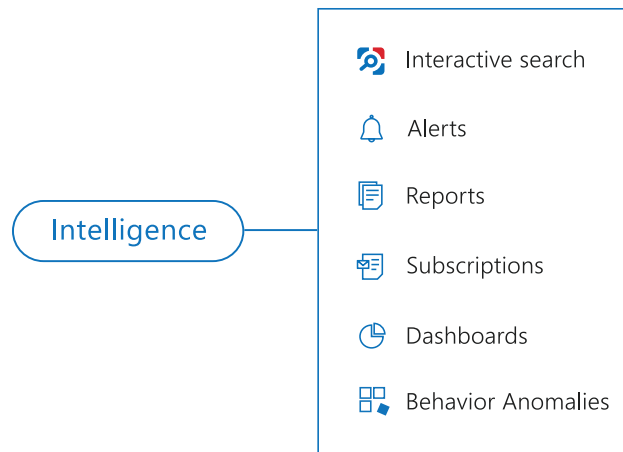
NOTE: Before making any test changes to your environment, ensure that you have the sufficient rights, and that the changes conform to your security policy.

For example, make the following test changes:

- Add a user to a distribution group
- Edit User Mailbox details using Exchange Control Panel (ECP)

7. See How Netwrix Auditor Enables Complete Visibility

After you have made test changes to your environment, you can see how Netwrix Auditor brings security intelligence into your IT infrastructure and enables complete visibility. Take a closer look at the **Intelligence** section. It contains everything you need to enable complete visibility in your environment.



This chapter explains how to review your test changes with some of the Intelligence options and Activity Summary. Review the following for additional information:

- [Review an Activity Summary](#)
- [Review Overview Dashboard](#)
- [Review the All Changes Report](#)
- [Browse Data with Intelligence Search](#)

7.1. Review an Activity Summary

Activity Summary email is generated automatically by Netwrix Auditor and lists all changes that occurred since the last Activity Summary delivery. By default, an Activity Summary is generated daily at 3:00 AM and delivered to the specified recipients.

After the data collection has completed, check your mailbox for an Activity Summary and see how your test changes are reported:

Administrator
Netwrix Auditor: Exchange Online Activity Summary - Exchange Online

To: Administrator

Netwrix Auditor for Office 365

Exchange Online Activity Summary

- Added 0
- Removed 1
- Modified 4

Action	Object Type	What	Item	Where	Who	When	Details
Modified	Mailbox	ahall	analyst@corp.onmicrosoft.com	SN1PR05MB1952	analyst@corp.onmicrosoft.com	4/25/2017 5:23:14 AM	Title changed to "Company"
Modified	Unified Group	Helpdesk_fa296a170a	analyst@corp.onmicrosoft.com	SN1PR05MB1952	analyst@corp.onmicrosoft.com	4/25/2017 5:24:56 AM	Accept Messages Only From Senders Or Members changed to "" Reject Messages From Senders Or Members changed to ""

The example Activity Summary provides the following information:

Column	Description
Action	Shows the type of action that was performed on the object.
Object Type	Shows the type of the object.
What	Shows the name of the changed object or its path.
Where	Shows the name of the Microsoft cloud server where the change occurred.
Who	Shows the name of the account under which the change was made.
When	Shows the exact time when the change occurred.
Details	Shows the before and after values of the modified object, object attributes, etc.

7.2. Browse Data with Intelligence Search

Netwrix Auditor delivers complete visibility into your IT infrastructure. Its convenient interactive search interface enables you to investigate incidents and browse data collected across the entire IT infrastructure. When running a search, you are not limited to a certain data source, change type, or object name. You can create flexible searches that provide you with precise results on *who* changed *what*, and *when* and *where* each change was made.

After collecting initial data, making test changes to your environment and running data collection again, you can review changes in details with Intelligence search.

To browse your audit data and see your test changes

1. On the main Netwrix Auditor page, navigate to **Intelligence** → **Search**.
2. Add search filters to your search by clicking on a corresponding icon and providing a value. By default,

all entries that contain this filter value are shown. For an exact match, use quotation marks.

Filters are used to narrow your search results. To create a unique set of filters, you can:

- Add different filters to your search. Search results will be sorted by all selected filters since they work as a logical conjunction (e.g., **Who: Administrator** AND **Action: Added**).
- Specify several values in the same filter to search for any of them (e.g., **Action: Modified** OR **Action: Removed**). To do this, select a filter again and specify a new value.

NOTE: Refer to [Netwrix Online Helpcenter](#) for detailed instructions on how to apply filters and change match types

3. Click **Search**.
4. Now, you can narrow your search and modify it right from the search results pane. Click any entry that contains excess data, select **Exclude from search** in the **Details** section and specify a filter, e.g., Your **Search** field will be updated, the filter will be added. Make sure to click **Search** again to update your search results.
5. Having reviewed your search results, navigate to **Tools**.
 - Click **Save as report** to save the selected set of filters. This search will be added to the **Custom** section inside **Reports**, so that you will be able to access it instantly. Refer to [Custom Search-Based Reports](#) for detailed instructions on how to create saved searches.
 - Click **Create alert** to get instant email or SMS notifications on suspicious activity that matches your current search criteria. You only need to specify a name for a new alert, add recipient and assign a risk score. The selected set of search criteria will be associated with the new alert automatically. Refer to [Alerts](#) for detailed instructions on how to create and configure alerts.

Try making more similar test changes to provoke an alert. For example:

Once you have received the alert, click the **Behavior Anomalies** tile on the main Netwrix Auditor page to see how the product identifies potentially harmful users and displays their risk scores. Drill-down to user profile to review anomalies and mitigate risks. Refer to [Netwrix Online](#)

[Helpcenter](#) for more information on behavior anomalies and risk scores.

The screenshot displays the Netwrix Auditor interface for a user profile named 'vpxuser'. The interface includes a navigation breadcrumb: Home > Behavior Anomalies > User Profile (vpxuser). A 'RISK SCORE TIMELINE' chart shows a single data point on 9/29/2017 with a score of 70. Below the chart is a table of alerts.

Alert time	Alert name	Risk score	Status
9/29/2017 7:52:36 AM	Program Installation	70	Active

On the right side of the interface, the user profile 'vpxuser' is shown with a 'Total risk score: 70'. Below this, there are sections for 'Filters' (Customize view, All filters selected, Show reviewed anomalies) and 'Actions' (Mark all as reviewed, Refresh).

8. Related Documentation

The table below lists all documents available to support Netwrix Auditor for Exchange Online:

Document	Description
Netwrix Auditor Online Help Center	Gathers information about Netwrix Auditor from multiple sources and stores it in one place, so you can easily search and access any data you need for your business. Read on for details about the product configuration and administration, its security intelligence features, such as interactive search and alerts, and Integration API capabilities.
Netwrix Auditor Installation and Configuration Guide	Provides detailed instructions on how to install Netwrix Auditor, and explains how to configure your environment for auditing.
Netwrix Auditor Administration Guide	Provides step-by-step instructions on how to configure and use the product.
Netwrix Auditor Intelligence Guide	Provides detailed instructions on how to enable complete visibility with Netwrix Auditor interactive search, report, and alert functionality.
Netwrix Auditor Integration API Guide	Provides step-by-step instructions on how to leverage Netwrix Auditor audit data with on-premises and cloud auditing solutions using RESTful API.
Netwrix Auditor Release Notes	Lists the known issues that customers may experience with Netwrix Auditor 9.96, and suggests workarounds for these issues.