

# PAM Essentials for Auditors

PAM Essentials enables your organization to set up simple, easy-to-use privileged access management (PAM) that includes powerful auditing features like full session recordings to best ensure the security of critical company infrastructure.

## Related Documentation

[PAM Essentials for Administrators](#)

[PAM Essentials for Users](#)

To review these recordings, auditors and administrators can access the PAM admin dashboard by clicking **Managed Infrastructure** in their OneLogin user portal, then going to **PAM Administration**.



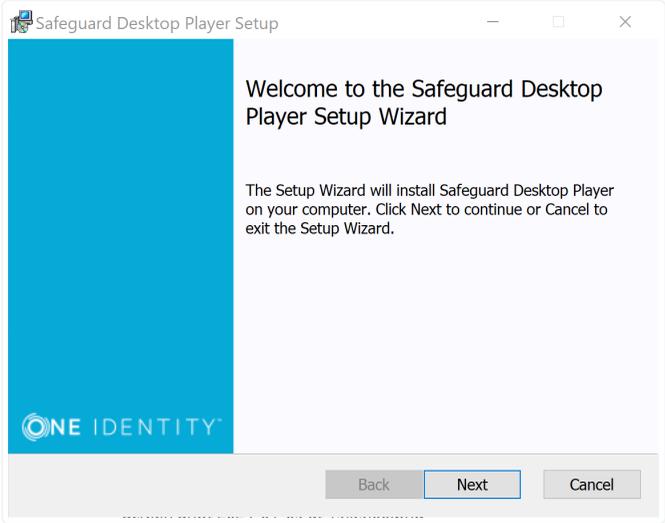
The list of user sessions displays the date, time, and length of each instance a user has accessed an infrastructure asset, the protocol used for access, the user, asset, and account details, and a link to download the session recording, if enabled.

The screenshot shows the 'Sessions' page in the OneLogin admin dashboard. At the top left, there is a link 'Download audit player (Windows)'. At the top right, there is a search bar. Below these is a table with the following columns: 'Date - Time', 'Protocol', 'User', 'Asset', 'Account', and 'Download'. The table contains five rows of session data. At the bottom right, there is a pagination control showing 'Items per page: 20' and '1 - 5 of 5'.

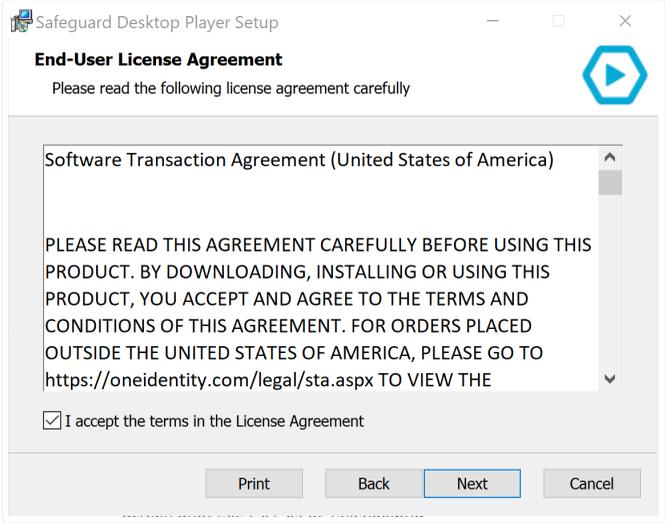
Date - Time ↓	Protocol	User	Asset	Account	Download
Dec 7, 2023 11:23 AM 0h 0m 48s	RDP	John Barnes john@infrastructure.com	Win 11 C 10.3.64.28	admin01	↓
Dec 6, 2023 1:34 PM 0h 1m 6s	RDP	John Barnes john@infrastructure.com	Win 11 C 10.3.64.28	admin01	↓
Nov 30, 2023 12:23 PM 0h 1m 51s	RDP	John Barnes john@infrastructure.com	Win 11 C 10.3.64.28	admin01	↓
Nov 30, 2023 9:53 AM 0h 1m 24s	RDP	John Barnes john@infrastructure.com	Win 11 C 10.3.64.28	admin01	↓
Nov 29, 2023 3:33 PM 0h 1m 38s	RDP	John Barnes john@infrastructure.com	Win 11 C 10.3.64.28	admin01	↓

In order to view the recording, the audit player must be installed to your computer. If it has not previously been installed, click **Download audit player** and launch the desktop player installation file that downloads.

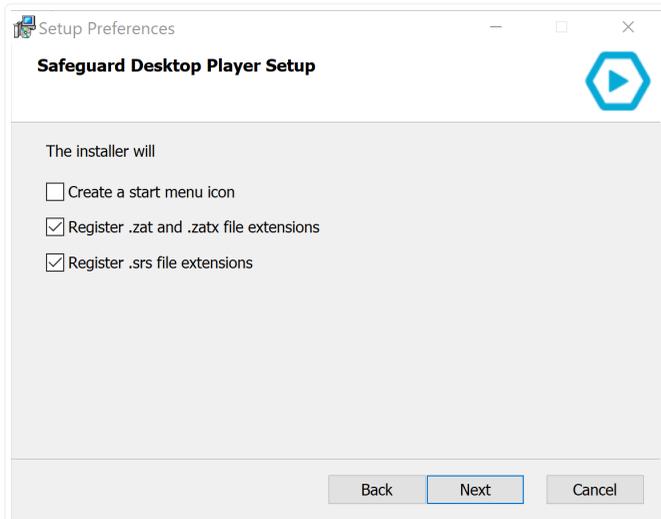
- 1. In the Safeguard Desktop Player Setup Wizard, click **Next** to begin installation.



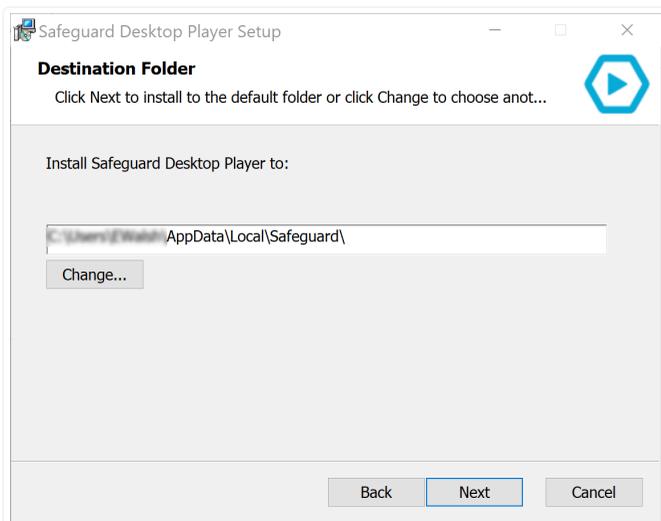
- 2. Read and accept the License Agreement terms and click **Next**.



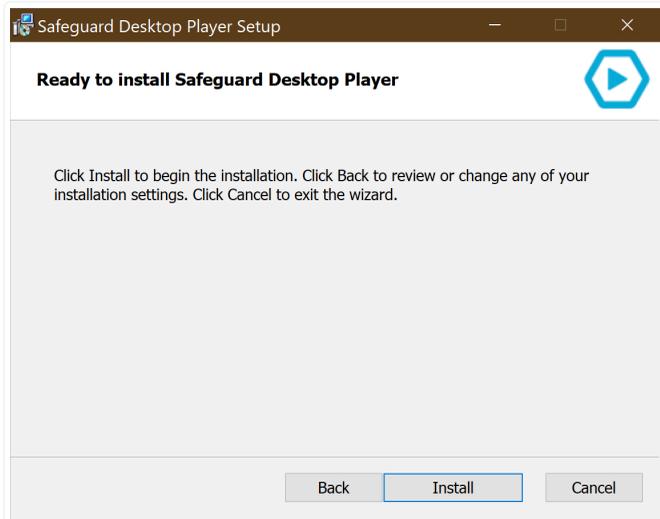
3. Creating a start menu icon is optional, but you must ensure that .zat / .zatz and .srs files are both registered, then click **Next**.



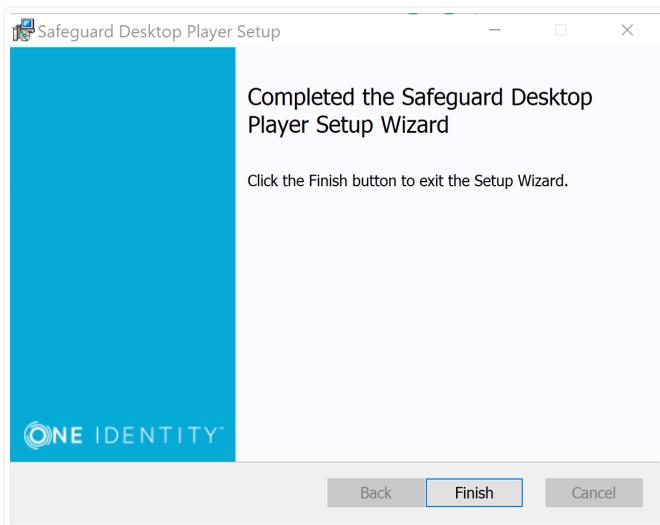
4. Accept the default installation folder or select your preferred location and click **Next**.



5. Click **Install** to complete the installation.



6. When complete, you may click **Finish** to close the installation wizard.



Once the desktop player is installed, click the download icon (↓) for any user session. Once downloaded, the session recording launches in the Safeguard Desktop Player, where you can watch the full recording and view additional details about the session.

Safeguard Desktop Player

EXPORT



Thu Dec 7 11:23:52 2023 Duration: 00:00:43 File size: 1.8 MB

DOWNSTREAM  UPSTREAM  SIGNATURE  TIMESTAMP

C:/Users/jbarrow/Downloads/audit-zorp-1701795149-59.zat

KEYBOARD LAYOUT Default

DATA

WARNINGS

SESSION ID: svc/gW5DWJrQdvlLu3Tzws8FJ2/onepam\_rdp\_service:91428

USER: REMOTE USERNAME: admin01  
GATEWAY USERNAME:

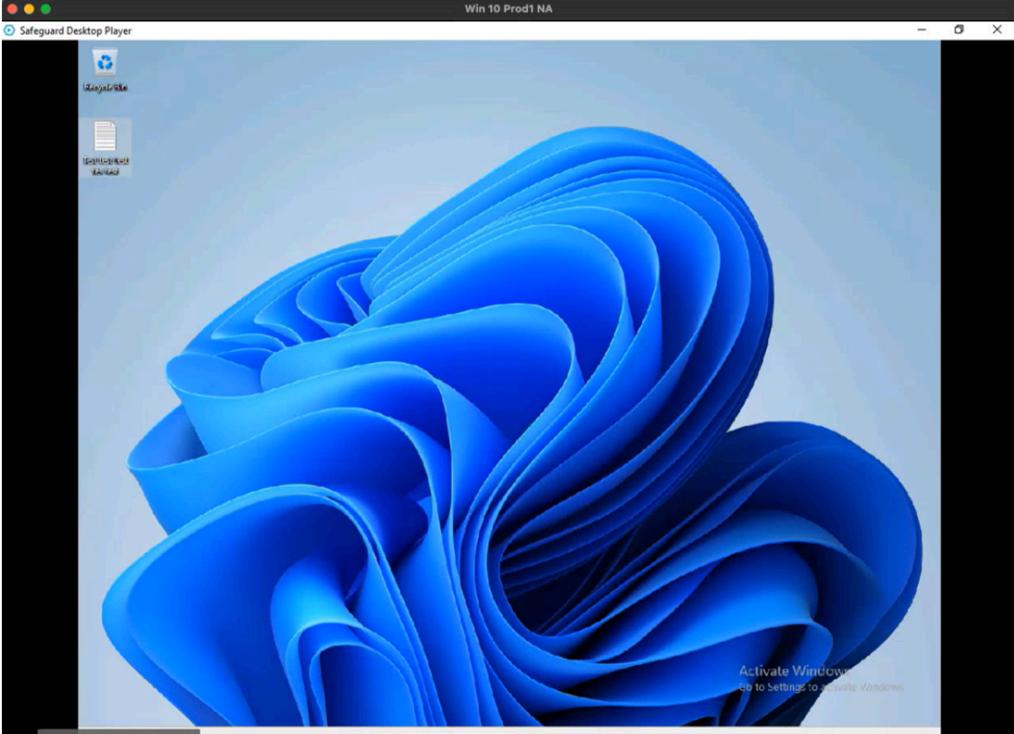
CONNECTIONS: CLIENT: 127.0.0.6 PORT: 50659  
SERVER: 10.240.11.234 PORT: 3390  
SOURCE: 127.0.0.6 TARGET: 10.240.11.234

CHANNELS:   Drawing:1  
 Sound:2

Click the playback preview in the upper right corner to expand the recording and view the playhead controls.

Win 10 Prod1 NA

Safeguard Desktop Player



UTC 2023-12-07 19:23:57

00:00:02 (Thu Dec 7 11:23:52 2023)

Play speed: < 1.0 >

11:24 AM 12/7/2023

(Thu Dec 7 11:24:35 2023) 00:00:40

Scaled video

With these controls, you can pause or rewind the recording, adjust playback speed, or skip forward through the recording. Periods of user activity are highlighted in blue in the playback bar so that you can easily jump to points of interest during idle or intermittent user sessions.

When auditing is completed, simply close the desktop player and return to the PAM portal.

Recordings are retained in PAM Essentials' cloud storage for one year.

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## Troubleshooting

**I do not have access to the PAM portal and Managed Infrastructure does not appear in my OneLogin user portal, but my admin tells me they have granted my account access.**

The correct OneLogin user roles must be assigned in order for users to view session recordings, even if the correct privileged accounts have been granted access in PAM Essentials. Request that your administrator add your OneLogin user account to the **One Identity PAM Admins** or **One Identity PAM Auditors** roles, depending on your necessary access level.

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**I am able to view the PAM admin portal and can download session recordings with no issue, but cannot make any configuration changes in the portal.**

PAM Essentials auditors have view-only access to the auditing and configuration functions of the PAM admin portal. Your OneLogin user account has been given the **One Identity PAM Auditors** role but not the **One Identity PAM Admins** role. If you believe this to be in error, please contact your local administrator.

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**I can access the PAM Essentials dashboard but no user sessions are displayed, or specific session recordings that should be present are missing.**

If you know that users have been accessing a given managed asset but no recordings appear, there are two likely causes: either the sessions are not being recorded, or your account has not been given access to view these

sessions. Verify with your administrator that the [access\\_policy](#) concerning the necessary asset is enabled, has *Record user sessions enabled*, and has been appropriately assigned to your account.