Activity Monitor User Guide

Document containing setup and reporting instructions related to Activity Monitor

2016-2017

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Introduction

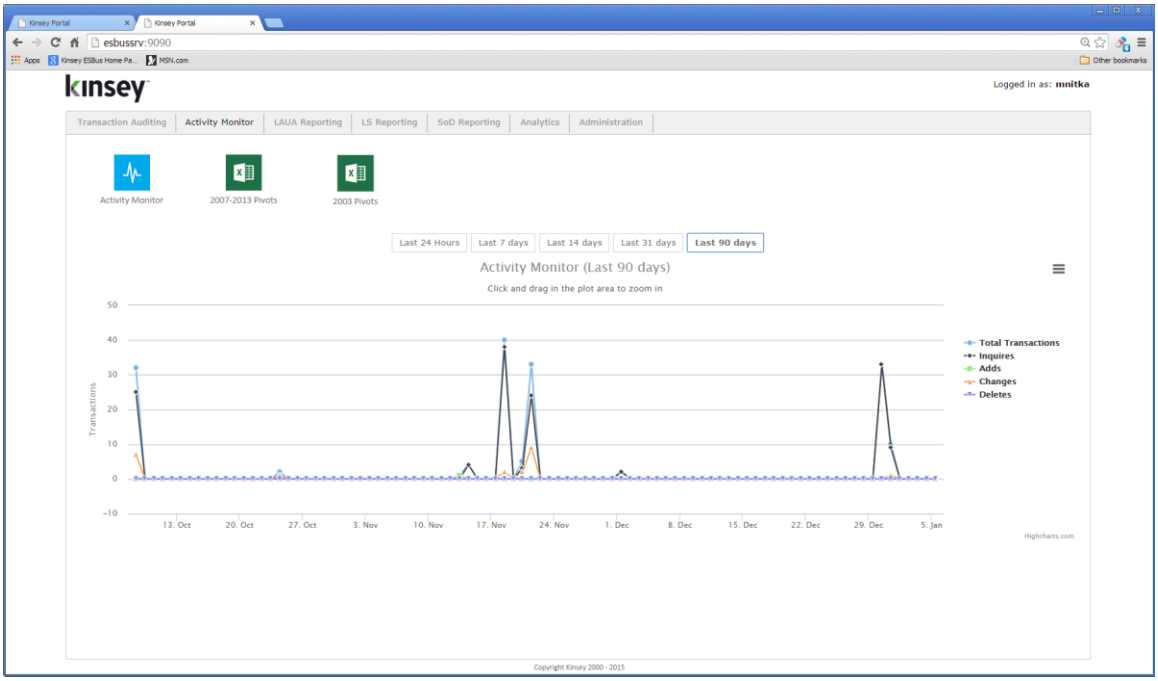
The Activity Monitor application provides real time monitoring of user activity for the Lawson S3 applications. Activity Monitor utilizes our Listener application to collect information about the forms and records a user has accessed in Lawson. The activity tracked is limited to Ming.le, Portal, SmartOffice and MS Add-in transactions. Self-service transactions and MS Add-in queries are not tracked with this application.

Additionally, the Listener only tracks activity on a form (token) that results in a form action being initiated such as a successful inquiry or change. Any attempt that does not return data, such as "No more records" or "Form is secured", will not be monitored by the Listener.

Activity Monitor will also allow you to schedule form restrictions for a selected group of users without the need to change security settings. These restrictions will allow inquires but stop any updates to a record. This gives a Kinsey application administrator the power to prevent data entry during a timed process (i.e. Payroll run) without having to engage IT for a security change. This is especially helpful for customers using a hosting provider to maintain their Lawson security.

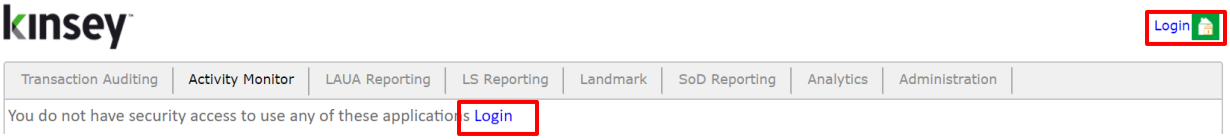
Getting Started

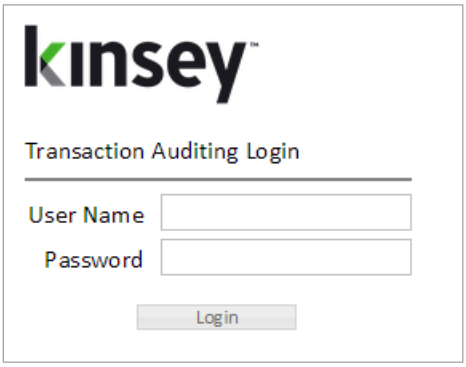
Your system administrator will provide URL to access the Kinsey dashboard. Select the Activity Monitor tab to access the application. The graph displayed displays the volume of activity based on the specified date range.



Logging in

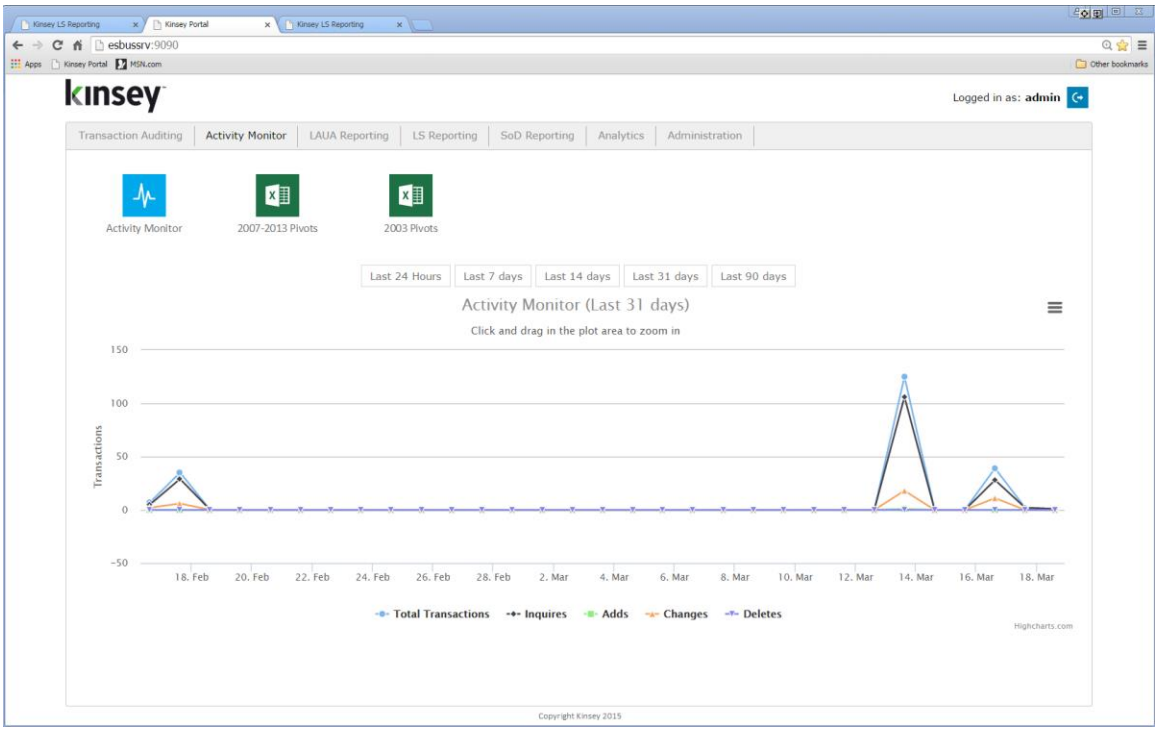
If you have not previously logged into the application you will be required to enter your credentials. If you have problems logging in see your system administrator.





Graph Options

You can quickly view transaction volumn based on a preselected time period by selectinng one of the available periods buttons. To isolate a specific type of transaction you can turn on and off the transaciton graph by clicking on the legend description (i.e. Inquiries, Adds, etc.) You can also export or print the graph using the chart context menu option inthe top right corner of the graph.

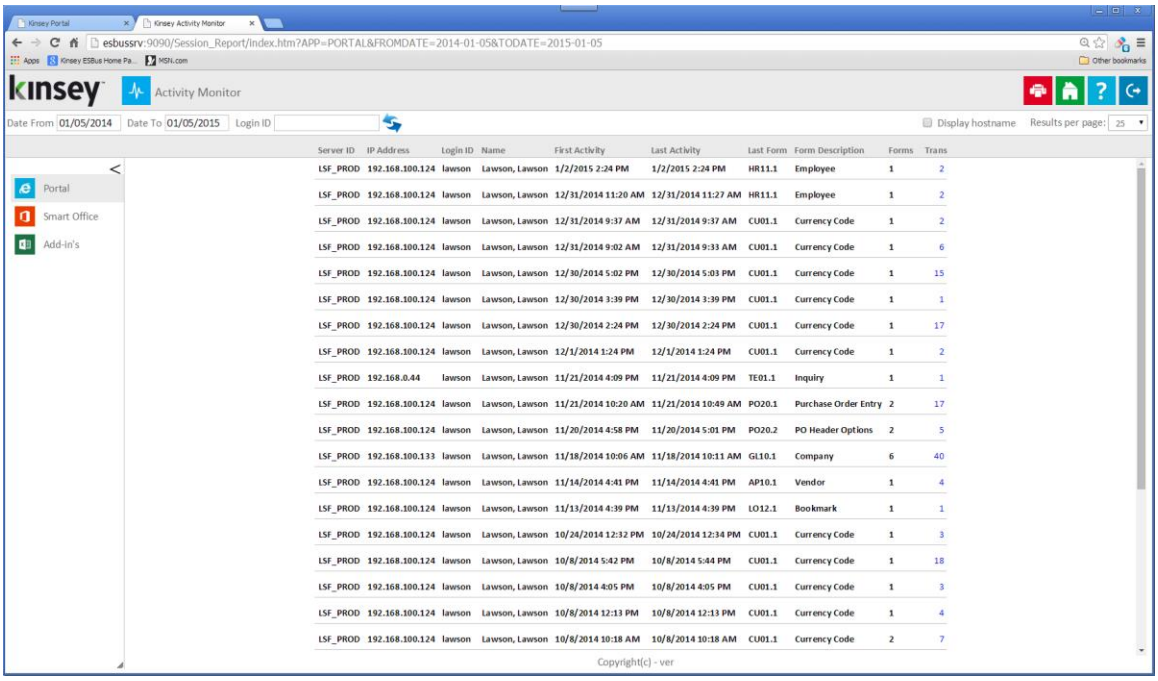


Viewing Activity

Start by selecting the Activity Monitor icon from the Activity Monitor dashboard.

In the left pane you are given options to display activity by transaction source. The default configuration includes transactions processe through Portal (Ming.le), MS Excel Add-ins and SmartOffice.

By default the most recent activity is displayed in decending order based on the current date. You can manually enter a display date using date selection fields.



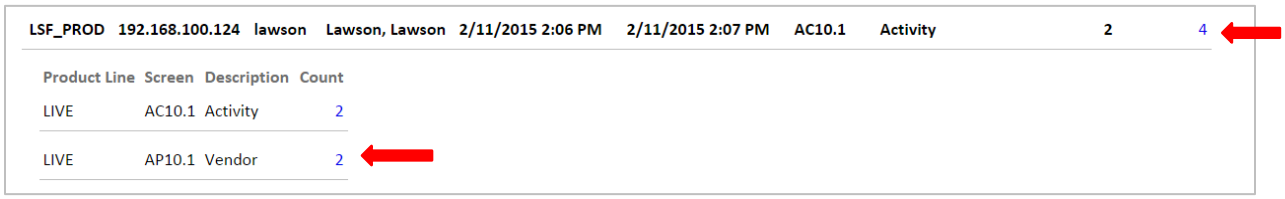
Note: The information displayed is based on the first and last form (token) used in a particular session and not on when a user logged in or out of Lawson. A session is defined by the browser and not by the application. Lawson uses a session ID assigned by the browser to identifiy activity. This same ID is used until the browser session is closed and not necessarily when a user logs out of Lawson. So for example, a user could log in and out of Lawson multiple times without closing their browser and Lawson would use the same session ID. The application will see this as a single session.

This information displayed includes:

Server ID:	Lawson server
IP Address:	User workstation IP address
Login ID:	User login
Name:	Name associated with User login
First Activity:	The date and time of the first recorded session activity
Last Activity:	The date and time of the last recorded session activity
Last Form:	The Last Form used by this user in this session
Form Description:	The Lawson description of this form
Form:	The number of forms accessed by this user in this session
Trans:	The number of transactions processed by this user in this session

Transaction Details

You can drill to the form and transaction level by clicking on the number under the Trans column. The summary level will display the different forms that have been used during this session and the number of transactions processed.



LSF_PROD	192.168.100.124	lawson	Lawson, Lawson	2/11/2015 2:06 PM	2/11/2015 2:07 PM	AC10.1	Activity	2	4

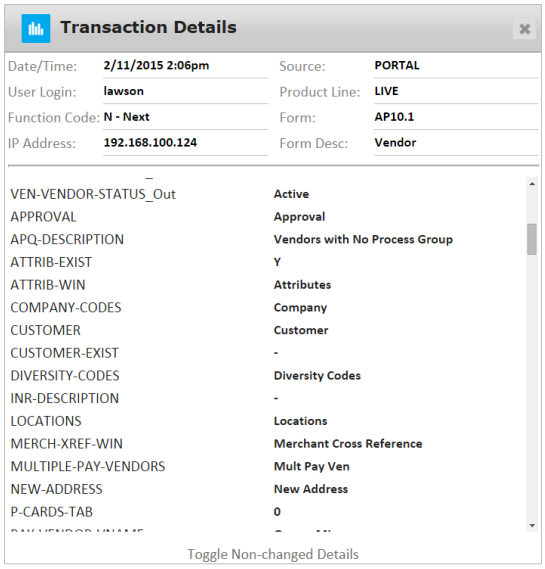
Product Line	Screen	Description	Count
LIVE	AC10.1	Activity	2
LIVE	AP10.1	Vendor	2

In the example above you can see that the vendor form was accessed 2 times and the Activity form 2 times. By clicking on the count number you can see the date, time, function code and keys to the records accessed.

LIVE AP10.1 Vendor 2

Time	FC Desc	Audit Reason	VLO-LOCATION-CODE	Vendor Group	Vendor	Details
2/11/2015 2:06pm	C - Change	57,61,		1	1	Details 0 s
2/11/2015 2:06pm	N - Next	61,		1	1	Details 0 s

The 'Details' link is available if you own Kinsey's Transaction Auditing application and the form is included in the audit definitions. When the 'Details' link is selected you can view the field level detail associated with the transaction including any changes.



Transaction Details

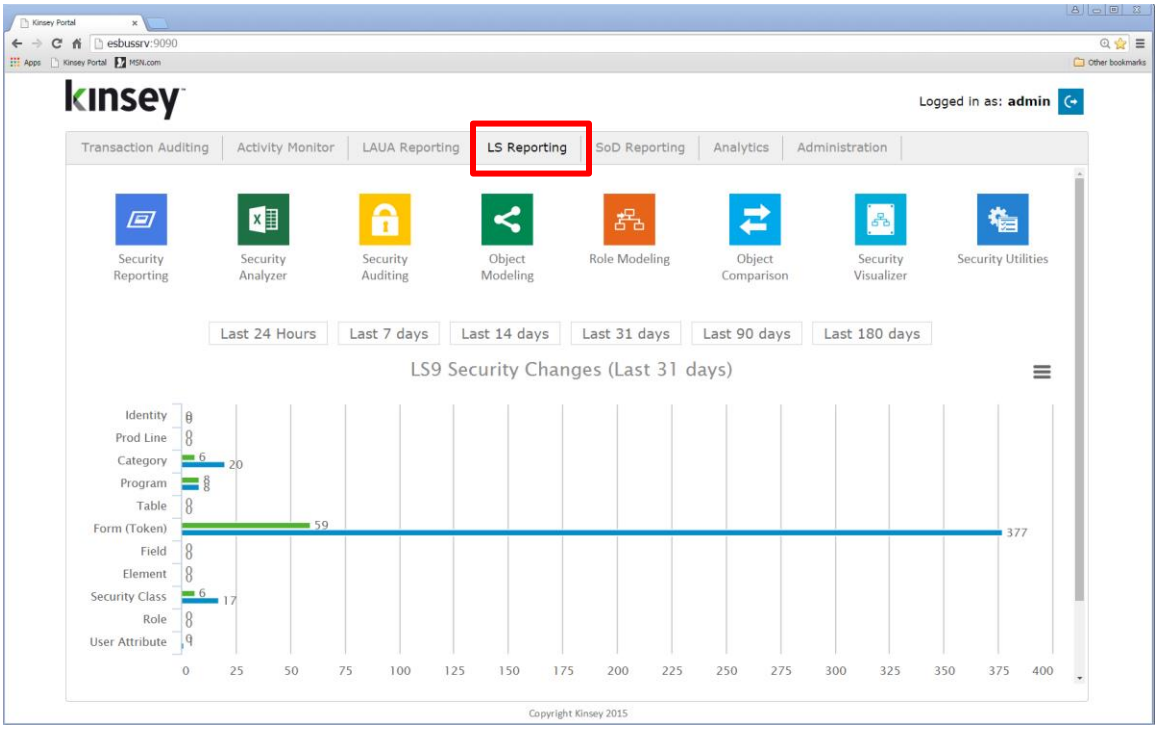
Date/Time:	2/11/2015 2:06pm	Source:	PORTAL
User Login:	lawson	Product Line:	LIVE
Function Code:	N - Next	Form:	AP10.1
IP Address:	192.168.100.124	Form Desc:	Vendor

VEN-VENDOR-STATUS_Out	Active
APPROVAL	Approval
APQ-DESCRIPTION	Vendors with No Process Group
ATTRIB-EXIST	Y
ATTRIB-WIN	Attributes
COMPANY-CODES	Company
CUSTOMER	Customer
CUSTOMER-EXIST	-
DIVERSITY-CODES	Diversity Codes
INR-DESCRIPTION	-
LOCATIONS	Locations
MERCH-XREF-WIN	Merchant Cross Reference
MULTIPLE-PAY-VENDORS	Mult Pay Ven
NEW-ADDRESS	New Address
P-CARDS-TAB	0

Toggle Non-changed Details

Detailed Activity Reporting

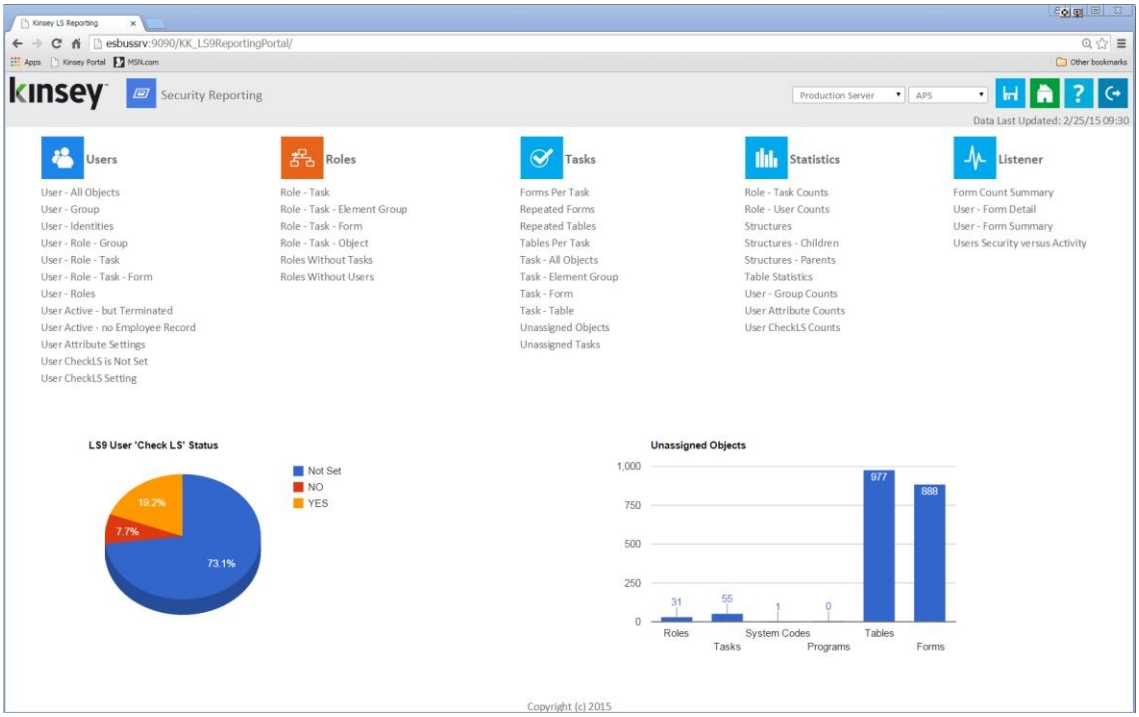
You can also report on user activity through the LS Secuity reporting dashboard provide youi are licensed for LS Reporting. From the dashboard home page select the LS Reporting tab.



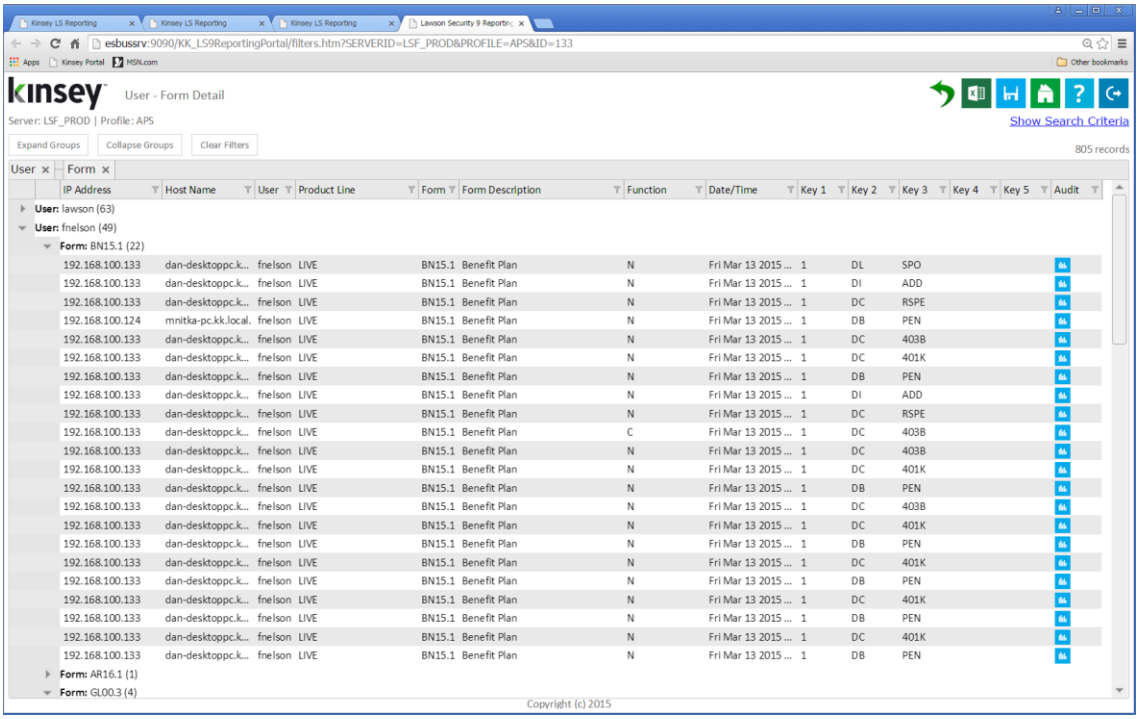
From the LS Reporting dashboard select Security Reporting.

You will find 7 available queries under the Listener column. The

- Form Count Summary
- User-Form Detail
- User-Form Summary



Below is an example of the *User–Form Detail* query. Refer to the LS Reporting users guide for more information on how to use these tools.

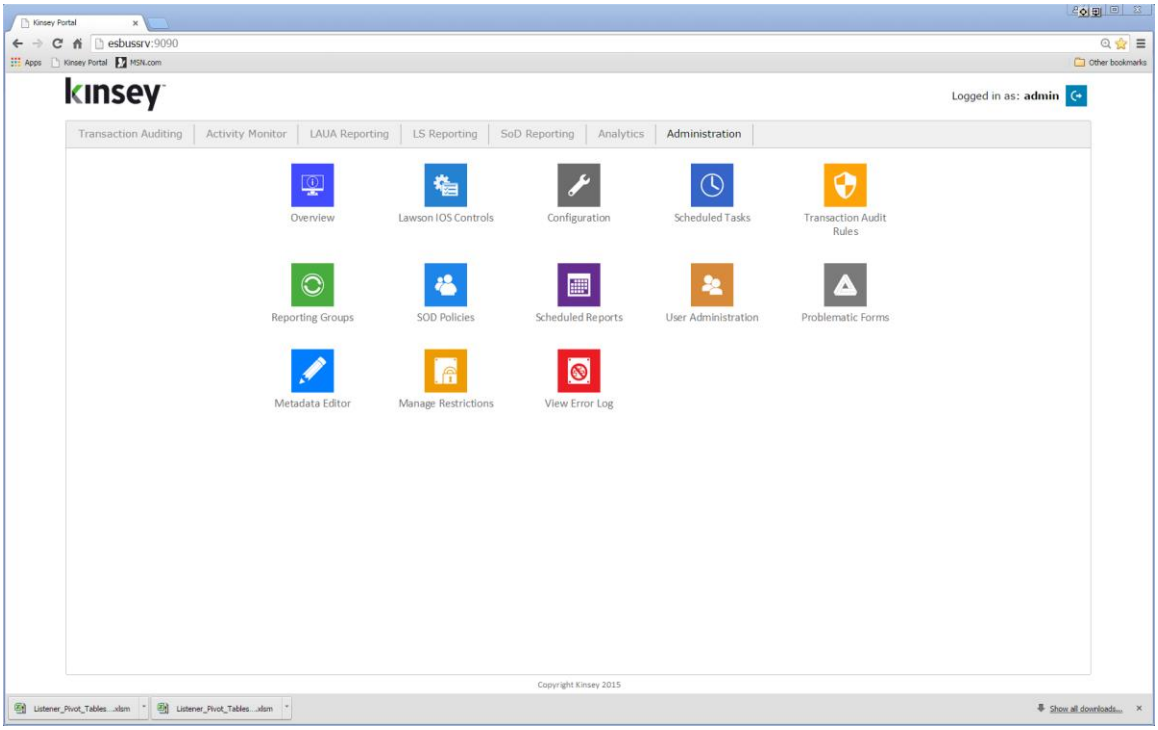


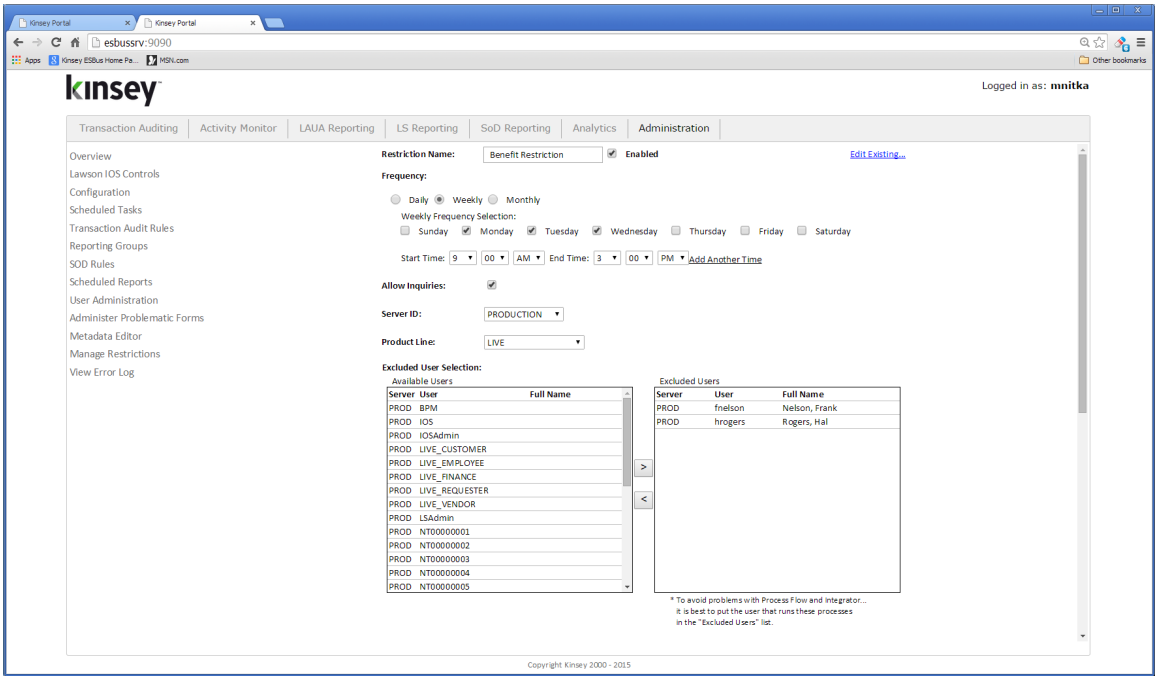
Manage Restrictions

The Manage Restrictions option allows you to restrict the use of a form based on a predefined schedule. For example; if you would like to keep employees from changing benefit information while payroll is being run you can restrict the use of the benefit form during that time frame.

Setting up a Restriction

Select the Administration tab on the dashboard home page and then select the Manage Restrictions icon. You will need to have the proper security to access the administration tab.





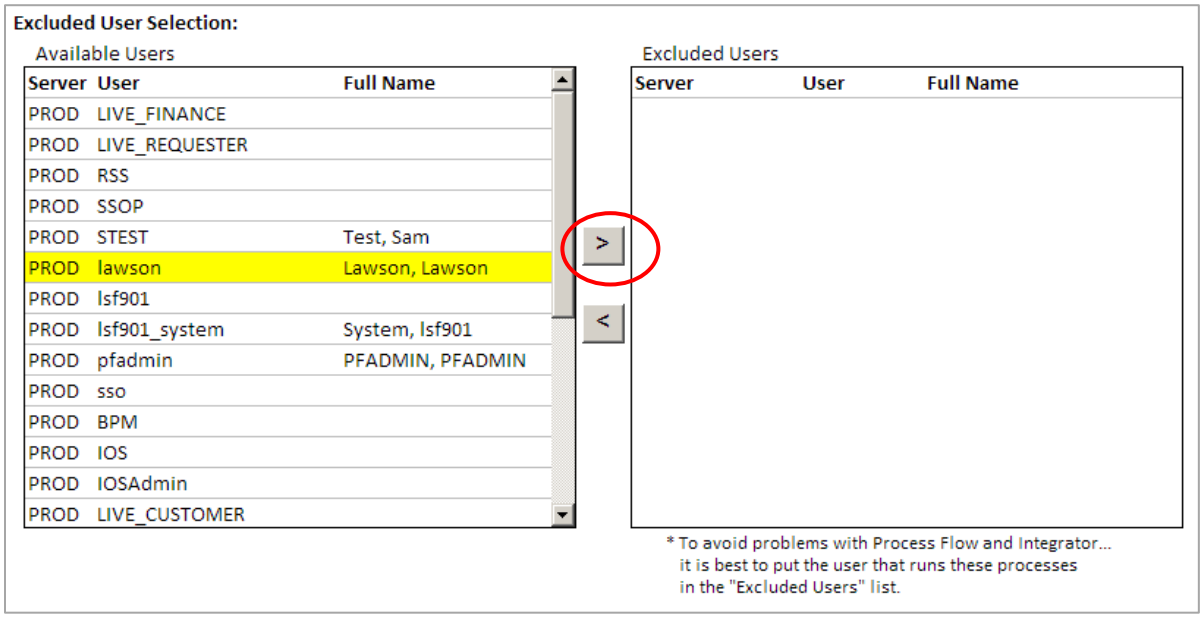
Parameters

Restriction Name	Enter a name you want associated with the restriction.
Enable	Manually enable or disable the restriction
Frequency	You can define a Daily, Weekly or Monthly schedule.
Daily	Select start and stop times
Weekly	Select the days of the week and start and stop times
Monthly	Select the days of the month and start and stop times
Allow Inquiries	Check this box if you want the system to allow form inquiries even when the restriction is active.
Server ID	Select the appropriate server. This is generally TEST or PRODUCTION
Product Line	Select the appropriate product line. *The application only supports Lawson S3 forms*

Exclude User Selection:

By default every user will be restricted for any forms listed in the Token section unless they are excluded. Excluding a user will in essence allow the user form access based providing they have the proper security settings.

Note: We highly recommend that you exclude and Process Flow users to ensure you do not disrupt any process flows.



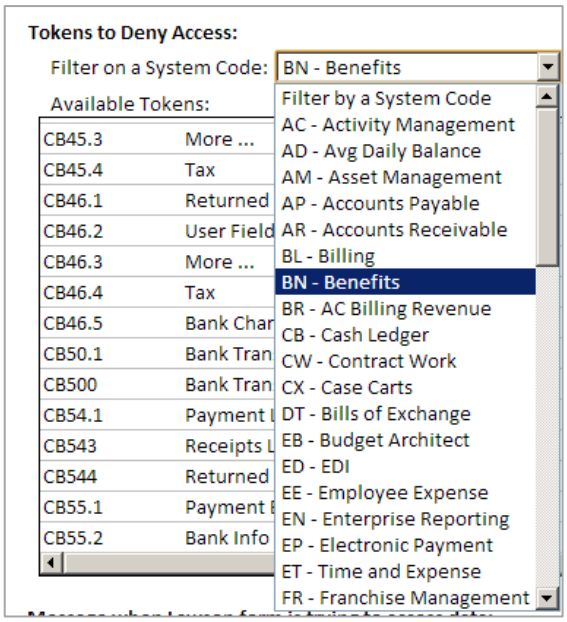
To exclude a user simply, select the User ID and click on the Insert arrow.

Tokens to Deny Access

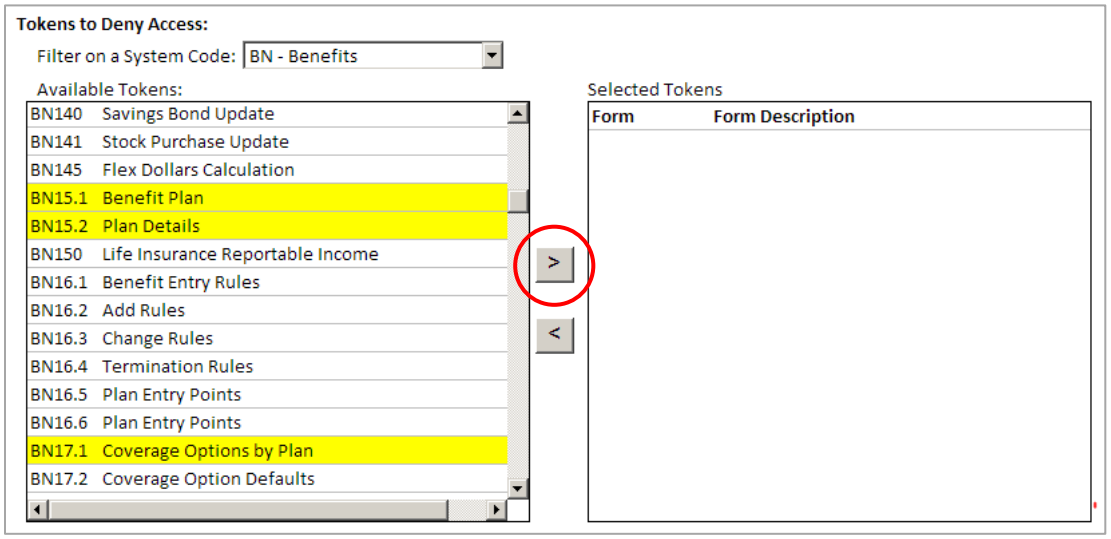
By default no tokens are restricted when you set up a new restriction.

Filter on System Code

To make it easier to select the tokens you want to restrict you can filter the token by selecting the appropriate system code.

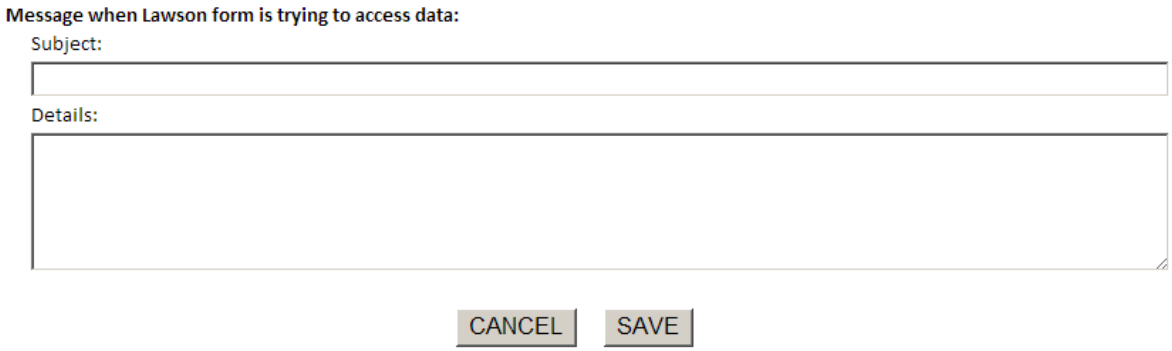


By default no tokens are restricted when you set up a new restriction. To restrict a token, simply select the token and click on the insert arrow. You can select multiple tokens by holding down the CTRL key while clicking on the token ID.



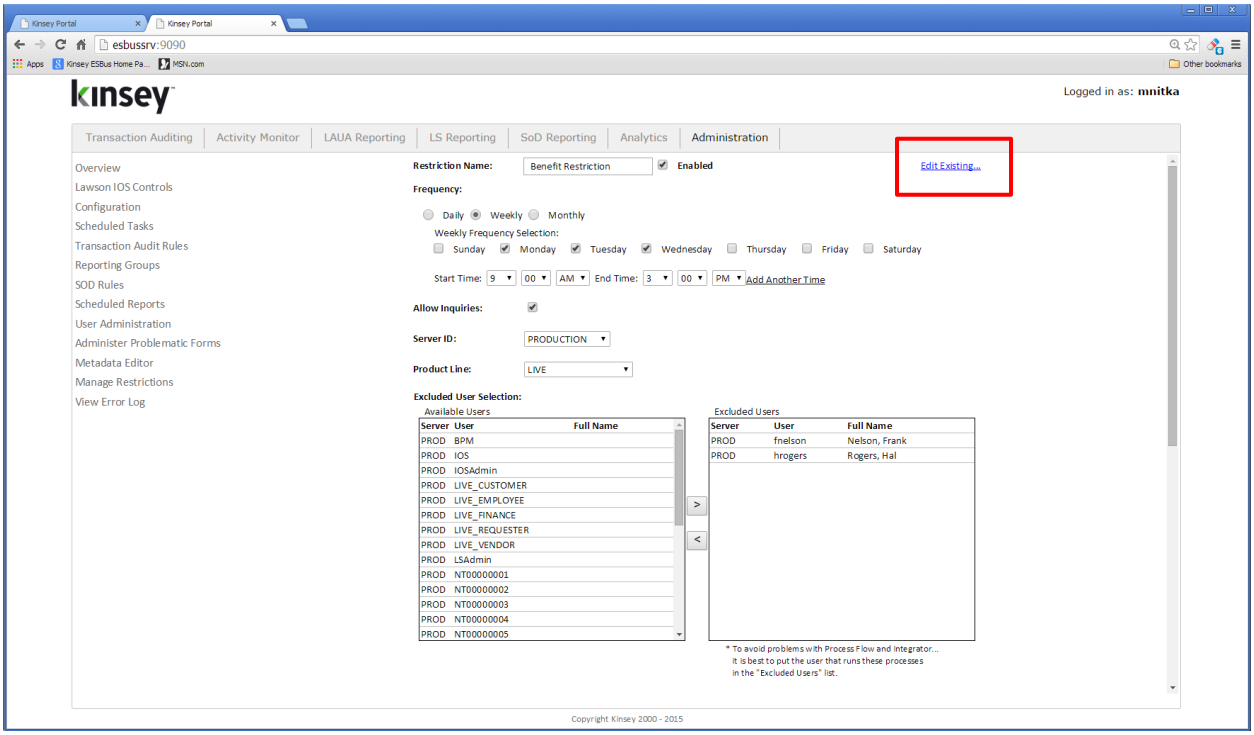
Message when Lawson form is trying to access data.

You can enter a message to display on the users workstation if they attempt to use any form on the restriction list during the restricted time.

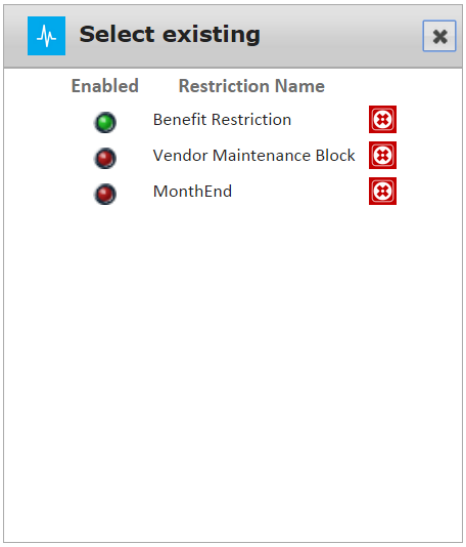


Editing or Deleting an existing Restriction

Select the Administration tab on the dashboard home page and then select Manage Restriction icon.



Select the Edit Existing link in the top right corner of the page.

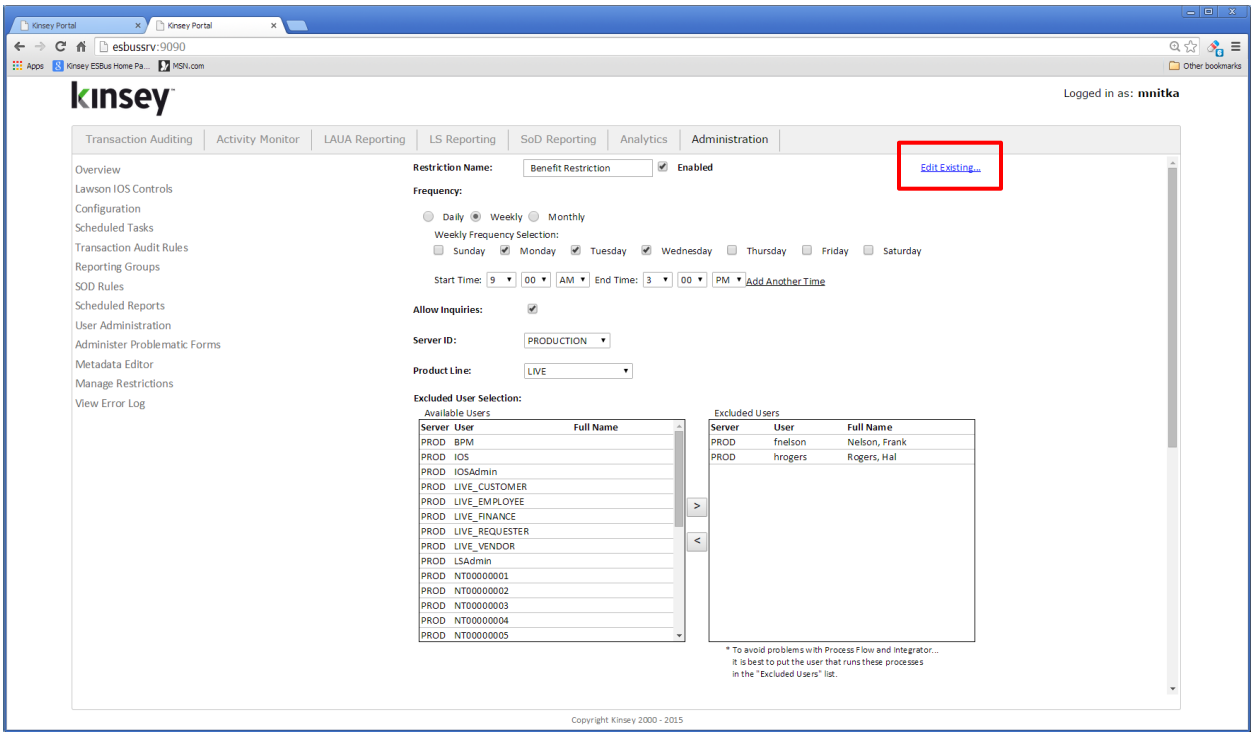


Select the Restriction you would like to edit, make the appropriate changes and save.

To delete the restriction simply click on the delete icon and confirm the deletion.

Disabling a Restriction

Select the Administration tab on the dashboard home page and then select Manage Restriction from the menu list.

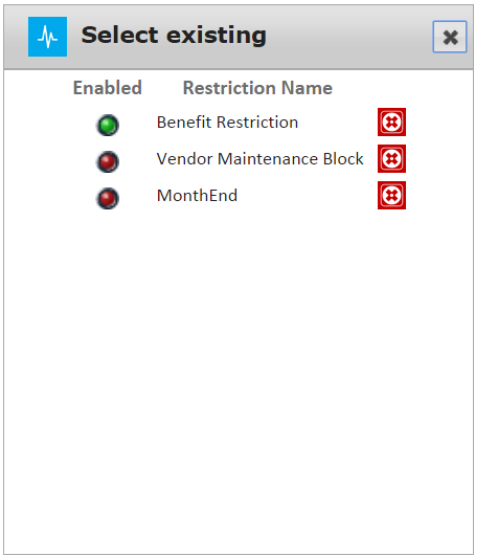


Select the Edit Existing link in the top right corner of the page.

Select the Restriction you would like to Enable or Disable.

Checking the Enable box will enable the restriction, unchecking the box will disable the restriction.

Scroll down to the bottom of the page and save the changes.



Microsoft Excel Pivot Tables

The Microsoft Excel pivot tables provide a summarized view of your data from a number of different perspectives. The pivot tables will be preconfigured for your environment when the application is installed. The dashboard links provided will always download the default spreadsheet. You will need to update the spreadsheet from the 'info' sheet to see current information. For more information on how to use these reports refer to page 18.

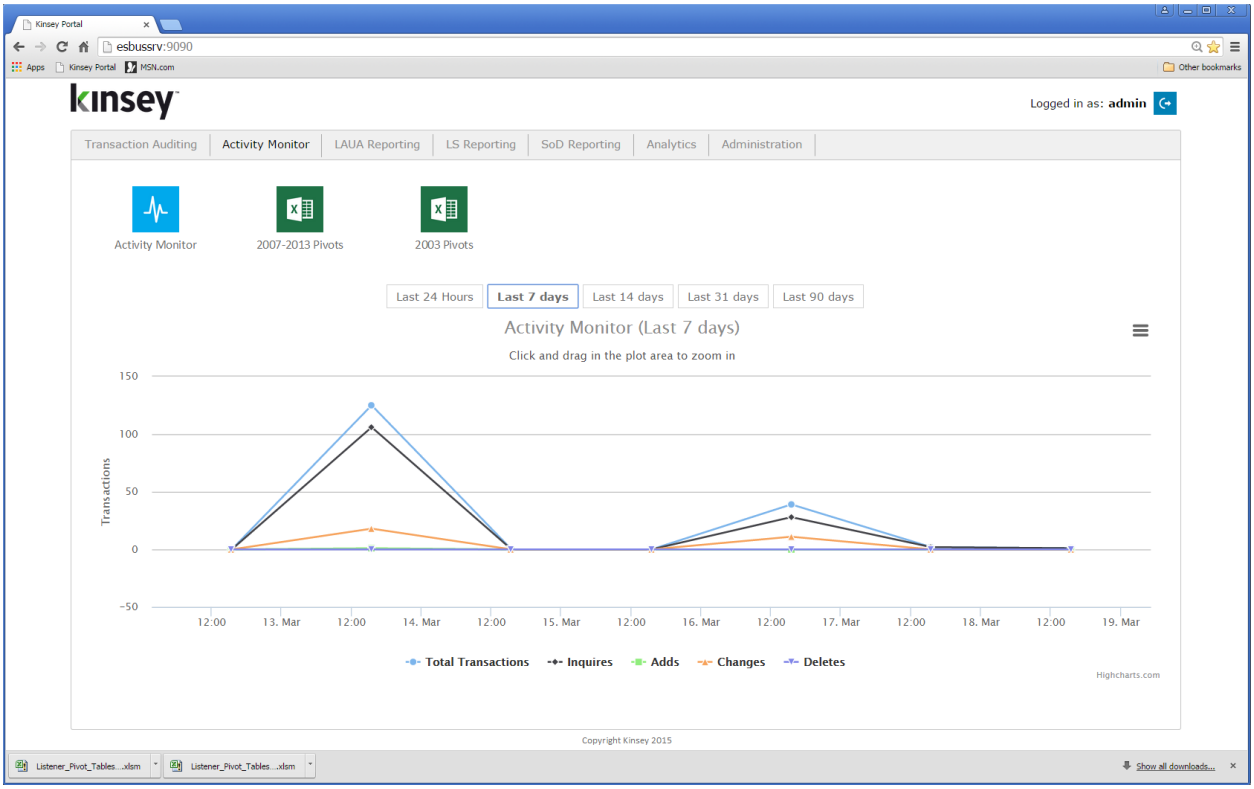
The sheets included on the document include:

By Class	This sheet will display the number of times a form has been used within a specific LAUA Security Class for the time period selected on the info tab. If you have moved to LS security all results will be grouped in the ALL Security Class column.
By User	This sheet will display the number of times a form has been accessed by a specific user for the time period selected on the info tab.
Users By Class	This sheet will display the number of forms a user has accessed for the time period selected on the info tab. If you have moved to LS security all results will be grouped in the ALL Security Class column.
Users By SysCode	This sheet will display the number of forms a user has accessed in each system code for the time period selected on the info tab.

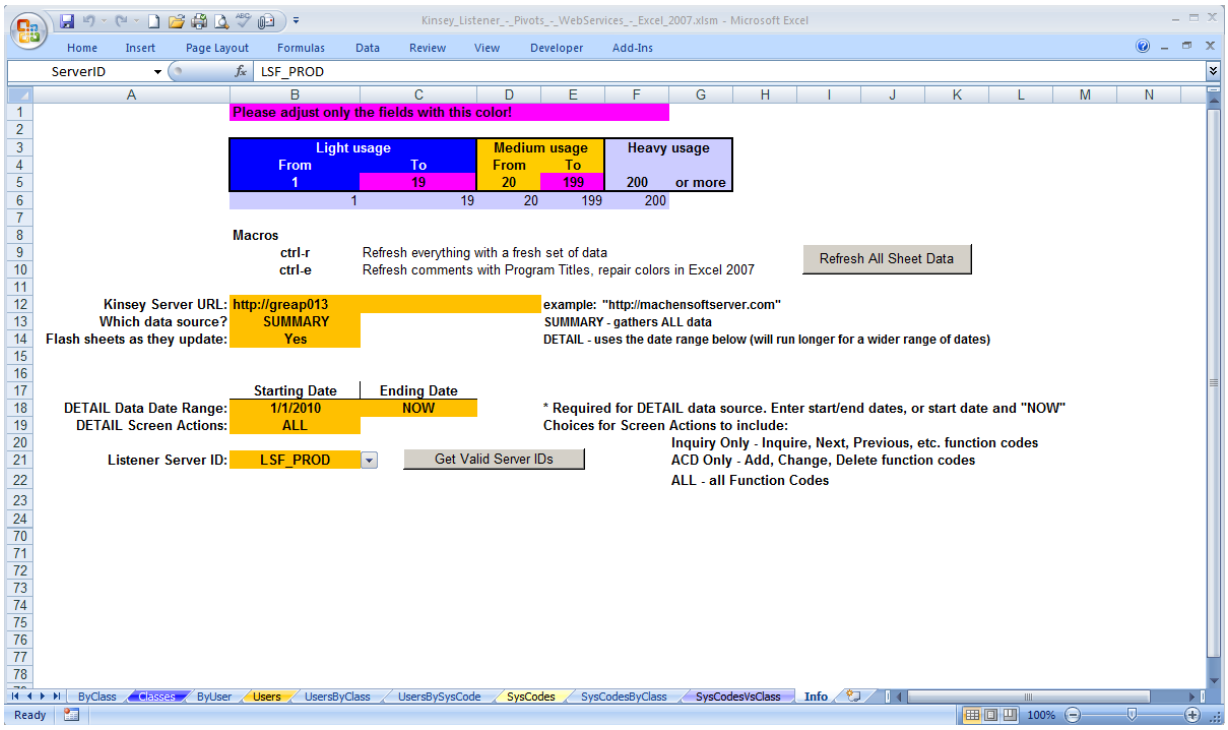
Setup

The Pivot Tables are delivered already built; although some adjustment is usually needed to make them best fit the data for each client.

Select the Activity Monitor tab on the Kinsey home page.



Select the version of Microsoft Excel you will be using.



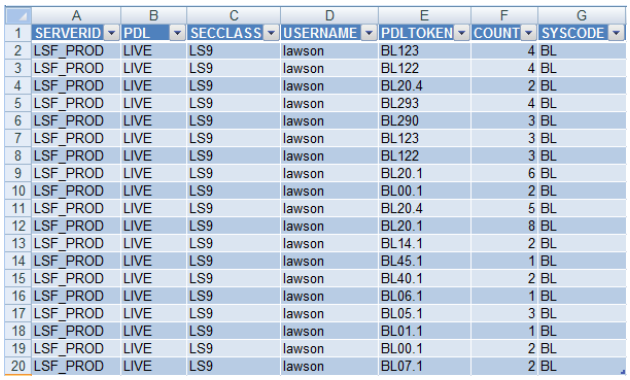
Parameters

Kinsey Server URL — Enter the URL of the Kinsey appliance

Which data source? — The 'data source' determines the level of detail provided when using the pivot table drill functionality. Selecting **SUMMARY** will provide summary level drill detail. For example when you drill on User/System code count you will see a summary count of how many times a particular token was used.

	A	B	C	D	E	F	G	H
1	UsersBySysCode							
2	.	1	19	20	199	200		
3	Sum of Count	SYSCODE						
4	USERNAME	AC	AM	AP	AR	BL	BN	BR
5	fnelson			8471	35		9	
6	lawson	197	83	10866	442	58	153	1
7	mnitka			12	4			
8	smiller			4				
9	Grand Total	197	83	19353	481	58	162	1

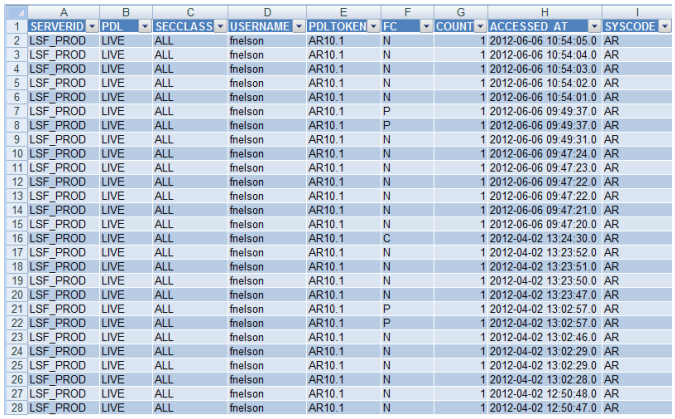
Drilling on cell F6 (58) will display the count for each token used.



	A	B	C	D	E	F	G
1	SERVERID	PDL	SECCLASS	USERNAME	PDLTOKEN	COUNT	SYSCODE
2	LSF_PROD	LIVE	LS9	lawson	BL123	4	BL
3	LSF_PROD	LIVE	LS9	lawson	BL122	4	BL
4	LSF_PROD	LIVE	LS9	lawson	BL20.4	2	BL
5	LSF_PROD	LIVE	LS9	lawson	BL293	4	BL
6	LSF_PROD	LIVE	LS9	lawson	BL290	3	BL
7	LSF_PROD	LIVE	LS9	lawson	BL123	3	BL
8	LSF_PROD	LIVE	LS9	lawson	BL122	3	BL
9	LSF_PROD	LIVE	LS9	lawson	BL20.1	6	BL
10	LSF_PROD	LIVE	LS9	lawson	BL00.1	2	BL
11	LSF_PROD	LIVE	LS9	lawson	BL20.4	5	BL
12	LSF_PROD	LIVE	LS9	lawson	BL20.1	8	BL
13	LSF_PROD	LIVE	LS9	lawson	BL14.1	2	BL
14	LSF_PROD	LIVE	LS9	lawson	BL45.1	1	BL
15	LSF_PROD	LIVE	LS9	lawson	BL40.1	2	BL
16	LSF_PROD	LIVE	LS9	lawson	BL06.1	1	BL
17	LSF_PROD	LIVE	LS9	lawson	BL05.1	3	BL
18	LSF_PROD	LIVE	LS9	lawson	BL01.1	1	BL
19	LSF_PROD	LIVE	LS9	lawson	BL00.1	2	BL
20	LSF_PROD	LIVE	LS9	lawson	BL07.1	2	BL

The DETAIL provides additional functionality although it takes longer to update the pivot tables. The Detail option allows you to enter a date range of the data you want included in the pivot tables. (See below)

The Detail option also shows additional information when using the drill feature including the Function Code executed and a date/time stamp.



	A	B	C	D	E	F	G	H	I
1	SERVERID	PDL	SECCLASS	USERNAME	PDLTOKEN	FC	COUNT	ACCESSED_AT	SYSCODE
2	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 10:54:05.0	AR
3	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 10:54:04.0	AR
4	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 10:54:03.0	AR
5	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 10:54:02.0	AR
6	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 10:54:01.0	AR
7	LSF_PROD	LIVE	ALL	fnelson	AR10.1	P	1	2012-06-06 09:49:37.0	AR
8	LSF_PROD	LIVE	ALL	fnelson	AR10.1	P	1	2012-06-06 09:49:37.0	AR
9	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 09:49:31.0	AR
10	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 09:47:24.0	AR
11	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 09:47:23.0	AR
12	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 09:47:22.0	AR
13	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 09:47:22.0	AR
14	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 09:47:21.0	AR
15	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-06-06 09:47:20.0	AR
16	LSF_PROD	LIVE	ALL	fnelson	AR10.1	C	1	2012-04-02 13:24:30.0	AR
17	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 13:23:52.0	AR
18	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 13:23:51.0	AR
19	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 13:23:50.0	AR
20	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 13:23:47.0	AR
21	LSF_PROD	LIVE	ALL	fnelson	AR10.1	P	1	2012-04-02 13:02:57.0	AR
22	LSF_PROD	LIVE	ALL	fnelson	AR10.1	P	1	2012-04-02 13:02:57.0	AR
23	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 13:02:46.0	AR
24	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 13:02:29.0	AR
25	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 13:02:29.0	AR
26	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 13:02:28.0	AR
27	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 12:50:48.0	AR
28	LSF_PROD	LIVE	ALL	fnelson	AR10.1	N	1	2012-04-02 12:50:47.0	AR

Flash Screen	Select YES to watch the pivot tables update your Excel document otherwise select No. *Note: Leaving the option on Yes will provide a visual confirmation that the update is running.*
DETAIL Data Date Range	Enter the date range you want the use when evaluating the Listener results. *Note: You must answer DETAIL to the data source question for the date range to be used.*
DETAIL Screen Actions	Select Inquiry Only, ACD Only or ALL depending on the level of function code detail you would like to review.
Listener Server ID	Select the Server ID you are collecting data on.

	Note: To get a list of valid server ID's select the "Get Valid Server ID's" button.
Usage Ranges	Setting these ranges will highlight specific areas you need to focus on when evaluating your Listener results. By default light usage is under 20 screen touches, Medium is less that 200 and heavy is 200 or more.

The gray areas at the bottom vary between installations – configure them once and leave them alone. The purple cells can be changed as desired by the client. Using the Detail data source runs longer and thus uses the date range specified to keep the run time under control. With that method, though, drilling into a value shows the user, Security Class, date/time and Function Code used for each transaction.

Once configured, the Pivot Tables **automatically connect to the Listener data source** to extract new Listener counts, and can be refreshed as desired.

In order for the refresh to work, though, the user's PC must have the MySQL ODBC driver installed on it:

MySQL ODBC Drivers

x86 PC (32 bit):
http://www.mysql.com/get/Downloads/Connector-ODBC/5.1/mysql-connector-odbc-5.1.6-win32.msi/from/http://mysql.he.net/

x64 PC (64 bit):
http://www.mysql.com/get/Downloads/Connector-ODBC/5.1/mysql-connector-odbc-5.1.6-winx64.msi/from/http://mysql.he.net/

The user(s) who have authority to connect to the Listener data source can refresh the Pivot Tables with new Listener data, simply by pressing **ctrl-r** and watching for a minute or two as it spins through the Excel tabs replacing numbers as it goes.

The hovering/comments holding Token Titles become incorrect after pivoting, and Excel 2007 destroys the formatting. Use **ctrl-e** to patch up all of this after pivoting.

Once the user refreshes the data, the Excel file can be saved on a common drive or e-mailed to others who have no connection to the Listener tables, and they have the full functionality of the Pivot Tables.

Recommended **before running the ctrl-r refresh**: ensure that your Excel Listener Pivot Tables are clean:

- Delete all tabs containing data returned from a drill (they have names like Sheet1, Sheet2).

- Verify that all data shows in the Pivot Tables ("Show all" should be checked in every Pivot Dropdown).

- If a date restriction is to be used, be sure the Start and End dates have been entered in the Info tab.

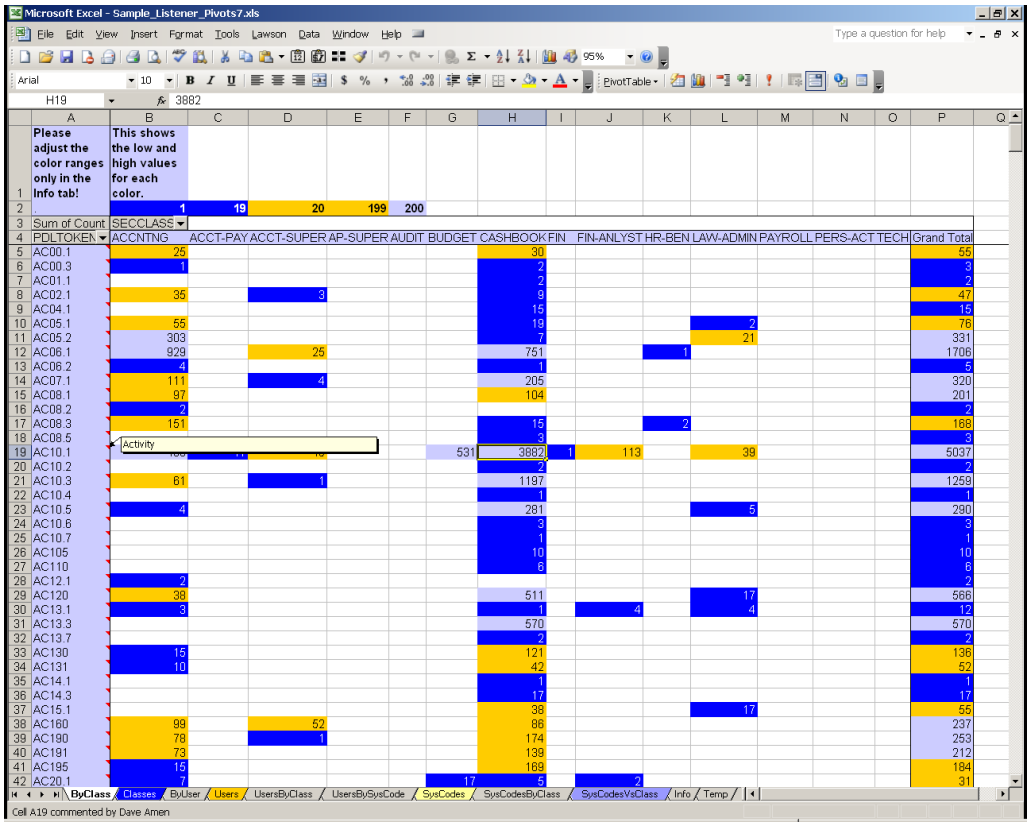
Using the Pivot Tables

General Info

Experience with Excel Pivot Tables is helpful, but not required, in order to gain the maximum value from the information shown.

This sample shows the ByClass tab containing a cross reference of:

- Tokens down the left side, and
- Security Classes across the top



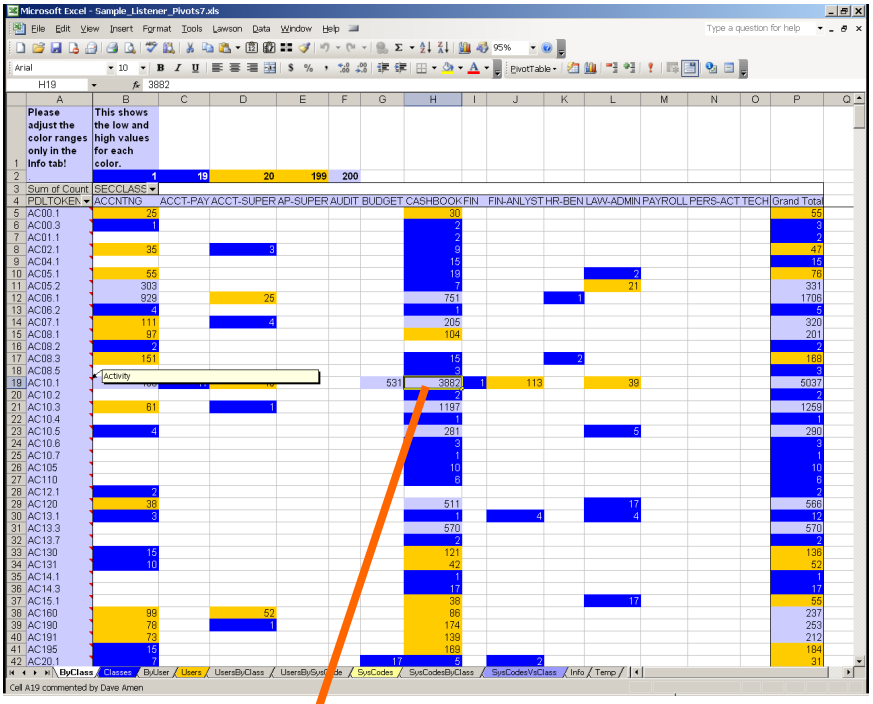
Each cell contains the number of times a user in that Security Class accessed that particular token.

The colors represent ranges of values – blue indicates low counts, yellow for medium counts and gray for high counts. These values are user-controlled. In the Info tab (in Excel 2003), change the values in the purple cells to propagate these colors across all of the Pivot Tables.

B	C	D	E	F	G
Please adjust only the fields with this color!					
Light usage		Medium usage		Heavy usage	
From	To	From	To		
1	19	20	199	200	or more

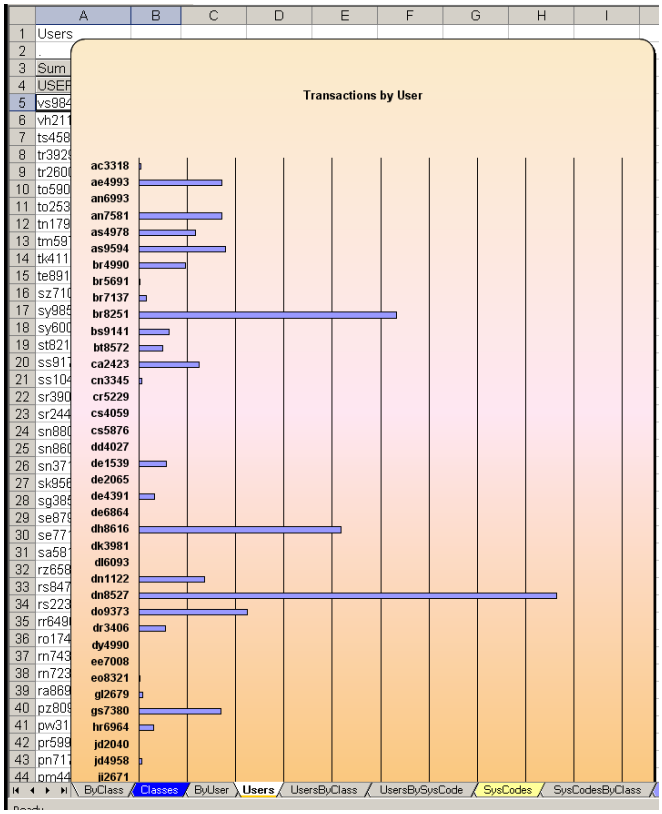
Drilling into Details

While viewing one of the Pivot Tables, the user can **double-click** on any cell to **drill in to the detailed information** that went into that total. For example, double-clicking on the intersection of AC10.1 and the CASHBOOK Security Class (showing that users in the CASHBOOK Security Class accessed AC10.1 3,882 times), shows that only 2 users (dh8686 and pm4451) comprised all 3,882 accesses!



	A	B	C	D	E
1	USERNAME	PDLTOKEN	Count	SECCLASS	SysCode
2	dh8616	AC10.1	3416	CASHBOOK	AC
3	pm4451	AC10.1	466	CASHBOOK	AC
4					
5					

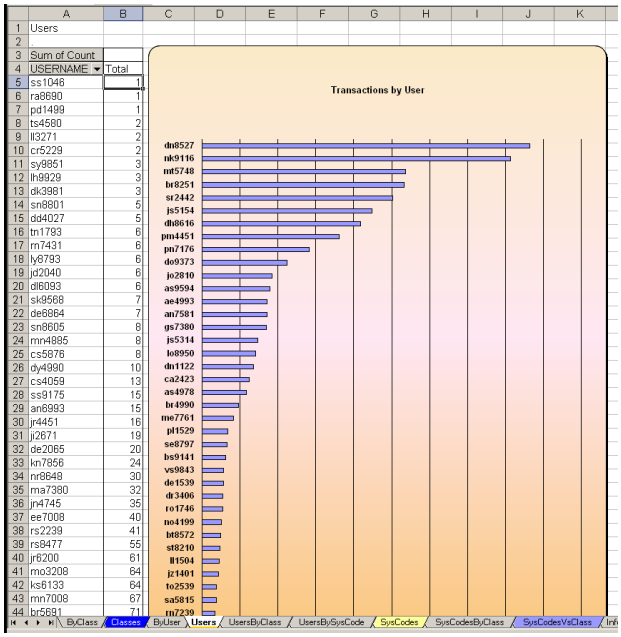
Graphs



The Pivot Tables contain a variety of graphs – they are the colored tabs in the Excel file. This sample shows at a glance the counts of screen accesses by each user:

The graphs actually represent the data in the Pivot Tables behind them, which you can see slightly sticking out on the left side behind the graph. If you'd like to sort the data differently, simply move the graph aside and sort the Pivot Table behind it.

This shows the same graph after sorting by the counts of screen accesses:



Notes:

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