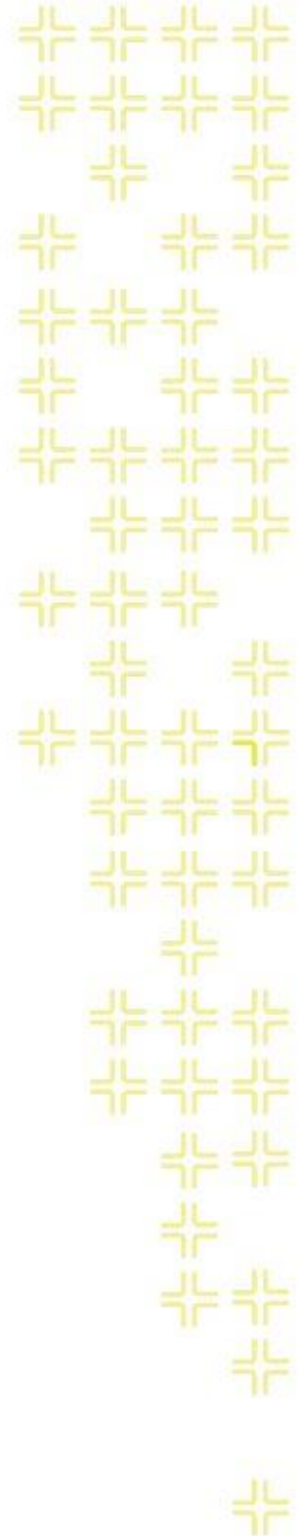




TRAINING GUIDE

Admin

Admin Portal



New Admin Portal Features in 18 and 18r2

This section goes over the recent changes to the Admin Portal in Lucity Web which help administrators to configure parts of the system and review system use.

Contents

- Administrative roles..... 2
- Web App Management>>Tasks 3
 - PM Processing on Demand 3
- Web Management 4
 - Audit Log 4
 - Application Activity Log..... 4
 - System Errors 5
- Email >>Email Queue 6
- Tools>>Document Viewer 8

Administrative roles

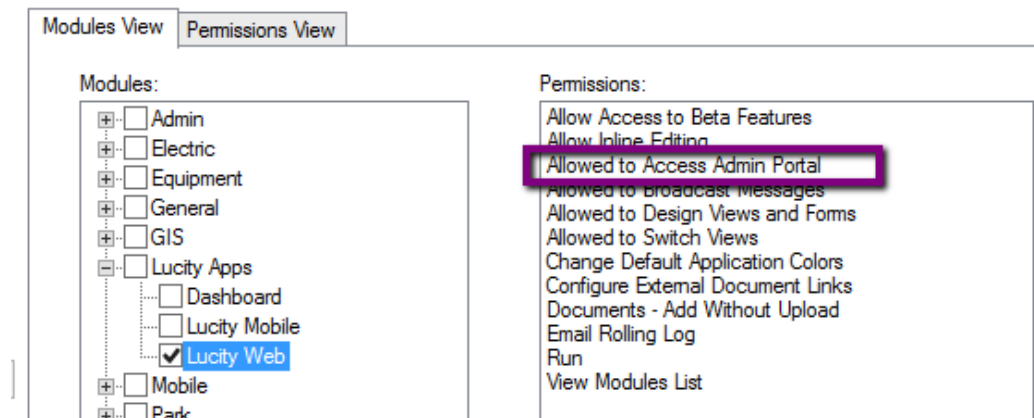
First, an overview of types of Administrator roles in Lucy because these are how you will grant (or revoke) access to using a lot of these features.

- App Admin
- IT Admin
- Security Admin

There is a good summary in the security manual

<http://help.lucity.com/webhelp/latest/security/#30231.htm>

The Admin Portal in Lucy Web is where some of the app administration functions are performed. In Lucy 2018 any user can see the admin portal, but may not be able to access or use portions of the admin portal if they are not an App Admin or IT Admin. In Lucy 2018r2, you can restrict users from seeing the admin portal with a permission in the Lucy Apps>>Lucy Web in security.



Notes: _____

Web App Management>>Tasks

PM Processing on Demand

This feature allows you to force the PMs to process instead of waiting overnight. This is here for troubleshooting purposes.



Notes: _____

Web Management

Audit Log

A log of user triggered events in the system. This logging is enabled using a system setting.

Application Activity Log

This is a log of application events in the system. These are always logged, there is no system setting disabling this logging. The system will log the user, the application, the name of the computer where the code is executing, and the IP address of the client.

- Startup of applications
- System setting changes
- Files uploaded
- Files Deleted
- Files Downloaded

User Name	Activity Type	Time of Log	Computer Name	Application Name	Client Name	Client IP Addr
	File					98.100
rrichmond	File Uploaded	8/29/2018 8:08 AM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34
rrichmond	File Uploaded	8/28/2018 10:45 AM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34
rrichmond	File Uploaded	8/28/2018 10:41 AM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34
rrichmond	File Uploaded	8/28/2018 9:53 AM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34
rrichmond	File Uploaded	8/28/2018 9:06 AM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34
rrichmond	File Uploaded	8/28/2018 4:24 AM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34
rrichmond	File Uploaded	8/27/2018 2:11 PM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34
rrichmond	File Uploaded	8/27/2018 1:21 PM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappios	98.100.96.34
pgowdy	File Uploaded	8/27/2018 1:06 PM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34

Some of these entries will show details you can see by clicking Details at the bottom of the grid. For example, file deletes will show the file deleted.

User Name	Activity Type	Time of Log	Computer Name	Application Name	Client Name	Client IP Addr
	delete					9
MattW	File Deleted	8/24/2018 1:53 PM	WIN-U9EMVNOJMPU	Lucity Mobile REST	lucitymobileappandroid	98.100.96.34

Activity Log Details

Name: D:\Lucity\Documents\Work\Work\WorkOrder\13419\IMG_20180824_141659.jpg

Details: Success

Close

System Errors

This is a log of all errors in the system that had a logging level of “Error”. These are not necessarily problems in the system. Sometimes these are a record of an error returned to a user due to missing or inaccurate data entry on the part of the user.

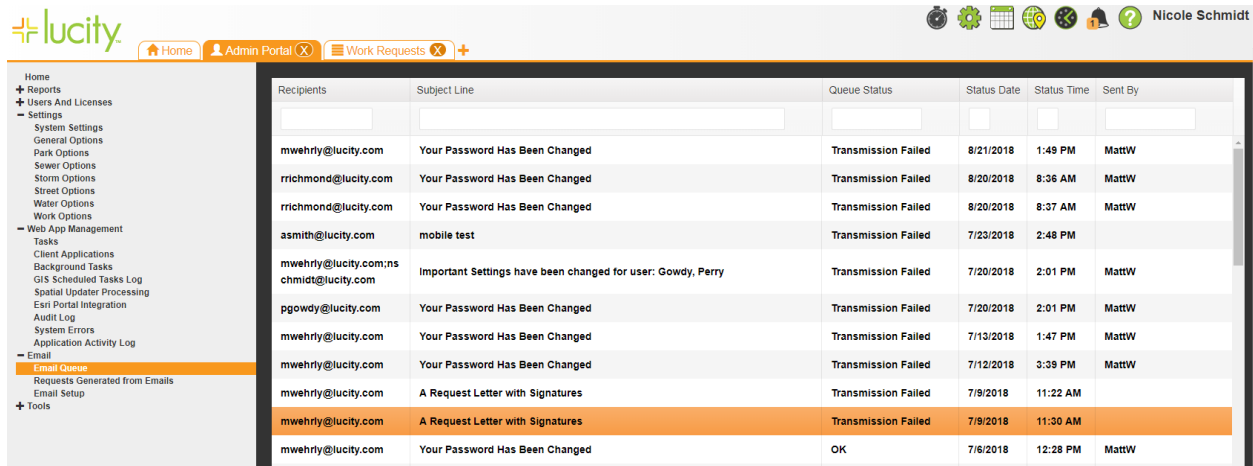
User Name	Error Category	Event ID	Client Name	Time of Error	Machine Name	Application Name
support	GENERAL	917	lucitymobileappandroid	8/29/2018 12:11 PM	WIN-U9EMVN0JMPU	Lucity Mobil
support	GENERAL	917	lucitymobileappandroid	8/29/2018 12:10 PM	WIN-U9EMVN0JMPU	Lucity Mobil
unknown	GENERAL	14091		8/29/2018 10:23 AM	WIN-U9EMVN0JMPU	Lucity Intern
unknown	GENERAL	29382		8/29/2018 10:23 AM	WIN-U9EMVN0JMPU	Lucity Intern
unknown	GENERAL	29382		8/29/2018 10:23 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	GENERAL	4113	lucityinternalwebapp	8/29/2018 8:24 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	API	10145	lucityinternalwebapp	8/29/2018 8:24 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	GENERAL	4113	lucityinternalwebapp	8/29/2018 8:24 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	API	10145	lucityinternalwebapp	8/29/2018 8:24 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	GENERAL	5880	lucityinternalwebapp	8/29/2018 8:24 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	API	10145	lucityinternalwebapp	8/29/2018 8:24 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	GENERAL	4113	lucityinternalwebapp	8/29/2018 8:23 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	API	10145	lucityinternalwebapp	8/29/2018 8:23 AM	WIN-U9EMVN0JMPU	Lucity Intern
MattW	GENERAL	5880	lucityinternalwebapp	8/29/2018 8:23 AM	WIN-U9EMVN0JMPU	Lucity Intern

You can control how many days of error are kept with a system setting.

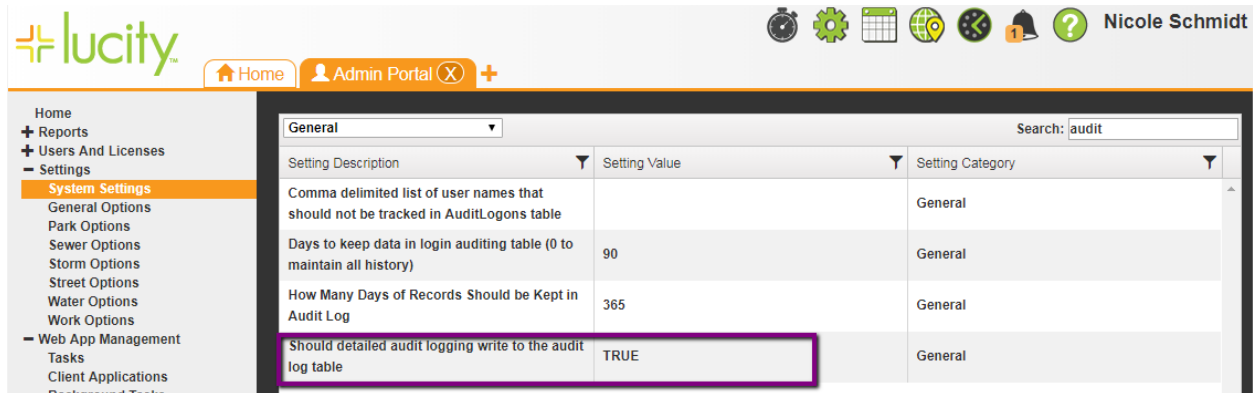
Setting Description	Setting Value	Setting Category
Error to display if a file upload fails in the Citizen app	There was an error uploading the document	Citizen
Text to display to citizens if there was a problem and their request could not be submitted	Your response could not be submitted at this time.	Citizen
List of email addresses for system health notifications	mwehrdt@lucity.com neschmidt@lucity.com	Email
How Many Days of Records Should be Kept in the Error Log Table	90	General
URL to the Identity Server for the Internal Web App	https://demo.lucity.net/LucityIdentityServer	Identity Server
URL to the Identity Server for the Mobile Apps	https://demo.lucity.net/LucityIdentityServer	Identity Server
Uri for the Lucity Mobile Server Virtual Directory	https://demo.lucity.net/LucityMobileServer	Mobile
Close reports immediately to avoid max processing limit errors (may slow report generation)	FALSE	Reporting
Send Stack Traces to Client Apps on Errors from REST APIs	TRUE	REST API
Allows access to GIS web services with certificate errors	FALSE	Security
Enable Aggressive Javascript Injection Detection	FALSE	Security
Enable PreCheck On Inline Editing Saves	FALSE	Web Performance

Email >>Email Queue

Displays the queue of emails for the Lucity apps. All Lucity emails show up in this queue. All details about the email are accessible with the View Details button.

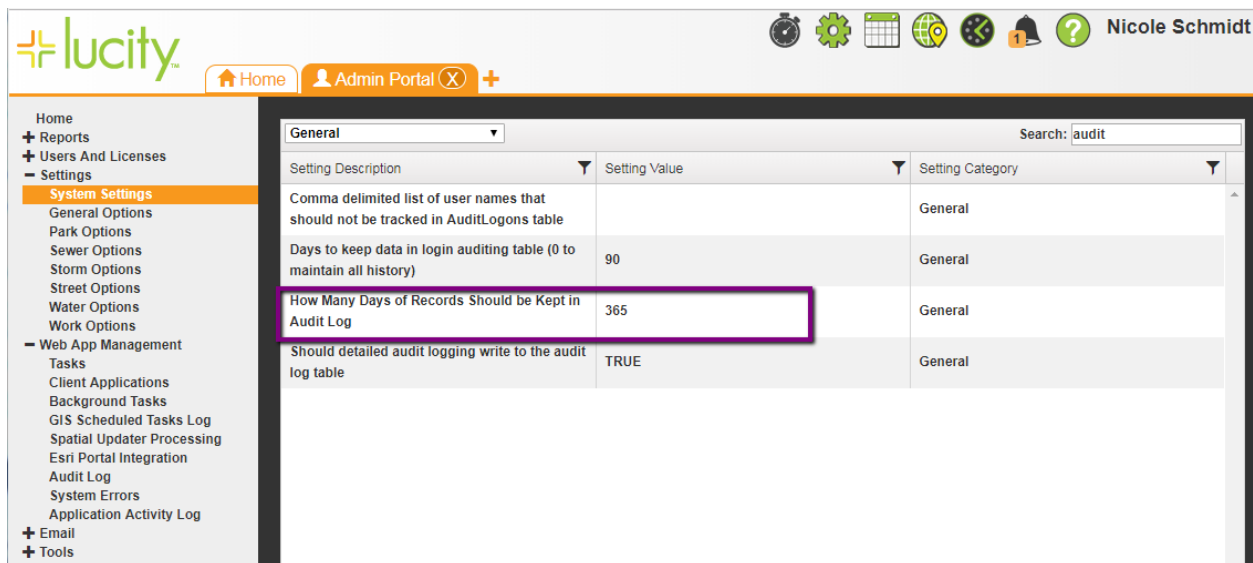


Recipients	Subject Line	Queue Status	Status Date	Status Time	Sent By
mwehrl@lucity.com	Your Password Has Been Changed	Transmission Failed	8/21/2018	1:49 PM	MattW
rrichmond@lucity.com	Your Password Has Been Changed	Transmission Failed	8/20/2018	8:36 AM	MattW
rrichmond@lucity.com	Your Password Has Been Changed	Transmission Failed	8/20/2018	8:37 AM	MattW
asmith@lucity.com	mobile test	Transmission Failed	7/23/2018	2:48 PM	
mwehrl@lucity.com;nschmidt@lucity.com	Important Settings have been changed for user: Gowdy, Perry	Transmission Failed	7/20/2018	2:01 PM	MattW
pgowdy@lucity.com	Your Password Has Been Changed	Transmission Failed	7/20/2018	2:01 PM	MattW
mwehrl@lucity.com	Your Password Has Been Changed	Transmission Failed	7/13/2018	1:47 PM	MattW
mwehrl@lucity.com	Your Password Has Been Changed	Transmission Failed	7/12/2018	3:39 PM	MattW
mwehrl@lucity.com	A Request Letter with Signatures	Transmission Failed	7/9/2018	11:22 AM	
mwehrl@lucity.com	A Request Letter with Signatures	Transmission Failed	7/9/2018	11:30 AM	
mwehrl@lucity.com	Your Password Has Been Changed	OK	7/6/2018	12:28 PM	MattW



Setting Description	Setting Value	Setting Category
Comma delimited list of user names that should not be tracked in AuditLogons table		General
Days to keep data in login auditing table (0 to maintain all history)	90	General
How Many Days of Records Should be Kept in Audit Log	365	General
Should detailed audit logging write to the audit log table	TRUE	General

The log is automatically cleared based on another system setting.



Setting Description	Setting Value	Setting Category
Comma delimited list of user names that should not be tracked in AuditLogons table		General
Days to keep data in login auditing table (0 to maintain all history)	90	General
How Many Days of Records Should be Kept in Audit Log	365	General
Should detailed audit logging write to the audit log table	TRUE	General

As of Lucity 2018r2, the following events are logged:

- Attachments deleted from records
- Global Updates
- Record Deletes
- Modifications to Fleet records

The screenshot shows the Lucity Admin Portal interface. The top navigation bar includes the Lucity logo, a breadcrumb trail (Home > Admin Portal > Work Requests), and a user profile for Nicole Schmidt. A left-hand sidebar contains a menu with categories like Reports, Users And Licenses, Settings, Web App Management, and Tools. The 'Audit Log' section is highlighted, showing a table of system events.

Module ID	Auto Number(s)	Event Action	Event Date and Time	User Name
WorkRequest	42	Delete	8/29/2018 12:40 PM	Nicole

Notes: _____

Show Details

AutoNumber(s): 42
 Module: WorkRequest
 Module ID: 50
 User Name: Nicole
 Application Name: Internal Web
 Affected Record Count: 1
 Event Action: Delete
 Event Code: 1
 Details:
 Show Information
 ID: 1
 Event Date Time: 8/29/2018 12:40 PM
 Client Application Name: lucityinternalwebapp
 Close

Some log entries have a lot of detail about the object affected. These are in Show Information. For example, a delete will contain a json representation of the core object (not children) that was deleted.

Details

Details:

```
{
  "ObjectType": "Water Pipe",
  "CategoryCode": "UWD5",
  "LinkToCategory": 121,
  "CategoryType": "Water Main",
  "CreatedBy": "mkonovalske",
  "CreationDateTime": "Monday, July 27, 2015 2:26 PM",
  "DepartmentCode": "UWD",
  "DepartmentType": "Water Distribution",
  "RequestorHomePhone": "913-555-8963",
  "AssetInventoryID": 10,
  "LastModifiedBy": "mkonovalske",
  "LastModifiedDate": "1/14/2015",
  "LastModifiedTime": "1:43:00 PM",
  "LastRequestDate": "1/7/2015",
  "LastRequestTime": "2:27:00 PM",
  "XCoordinate": 2272074.34027402,
  "YCoordinate": 234097.37300677,
  "RequestorName1": "ROGER",
  "RequestorName2": "KLEIN",
  "NumberOfRequests": 1,
  "PhoneNumber": "913-555-8963",
  "ProblemCode": "WTDP380",
  "ProblemType": "Leak",
  "RecordedBy": "mkonovalske",
  "RecordedDate": "1/7/2015",
  "RecordedTime": "2:26:00 PM",
  "RequestorBuildingNumericPart": 9959,
  "RequestorBuildingNumber": "9959",
  "RequestorCity": "Overland Park",
  "RequestorParcelNumber": "NP55800007 0003",
  "RequestorState": "Kansas",
  "RequestorStreetName": "GODDARD",
  "RequestorStreet": "GODDARD ST",
  "RequestorStreetType": "ST",
  "RequestorZipCode": "66214",
  "RequestNumber": "15-000027",
  "AutoNumber": 42,
  "StatusCode": 1,
  "StatusDate": "8/29/2018",
  "StatusType": "New Request"
}
```

Close

This is not enough to fully restore a record but provides a lot of detail about what was deleted.

Tools>>Document Viewer

Document viewer is a new tool that can be used to browse documents attached to Lucity records (or that exist in the Lucity document hive) or upload documents in some cases. See the help guide for more details. <http://help.lucity.com/webhelp/latest/web/index.htm#45195.htm>