Access Monitoring

This lab we will leverage TestDrive as there is pre-populated data for us to easily see more information coming from Access into WorkspaceONE Intelligence.

This lab will demonstrated how Workspace ONE Intelligence can be leveraged to monitor user authentication behaviour and application adoption. This data will be fed into Intelligence from WorkspaceONE Access.

This lab can be done on your local device and does not require the VMware Learning platform Labs

Part 1: Dashboards & Widgets User Authentication Behaviour

| portal.vmwdemo.com/login vmware* TESTDRIVE |
|---|
| |
| LOGIN |
| Username simeon.frank.77 |
| Password |
| Forgot Password |
| ENTER |
| DON'T HAVE AN ACCOUNT? SIGN UP |

- 1. Open the browser of your choice on your local machine and navigate to <u>https://portal.vmwdemo.com</u>
 - a. Authenticate using your username and password and click **ENTER**. If you don't have one click **DON'T HAVE AN ACCOUTN? SIGN UP**

| y Products | | | |
|--|---|---|------|
| Digital Workspace | Accelerate Cloud Journey | Intrinsic Security | |
| Support Today's I | Increasing, Mobile, Dyna | nic Workforce | |
| Ready to Use E Get started explorin | Experiences ng VMware products right away | on a completely set-up and integrated environment. | |
| Wirkspace | CATE [®] VMware Workspace secure, and intelliger ce ONE [®] delivers and manage | DNE powered by AirWatch, is a simple, ce driven enterprise platform that s any app on any device. | |
| TestDrive V | Valkthroughs | Credentials | ٦ |
| Experience W | /orkspace ONE on iOS ☑ | Username: simeon.frank.77 | 1 |
| Experience W | /orkspace ONE on Windows 10 ☑ | Password: ******* 🕸 | - 1 |
| Experience W | /orkspace ONE on Android ☑ | TestDrive Email Address: simeon.frank.77@vmtestdrive. | .com |
| Experience W | /orkspace ONE on Chromebook 🗹 | | |
| VMware Ha | nds-on Labs | | |
| HOL-1857-03- Management | -UEM: Workspace ONE UEM with App 岱 | & Access | |

- 2. Once authenticated make sure you are in the **Digital Workspace** Tab at the top and **click on the drop down** Next to **Workspace ONE**.
 - a. Note your credentials here as you will need these for the next authentication.
 - b. Click on LAUNCH in the VMWARE Workspace ONE card



- 3. You will redirected to <u>https://testdrive.vidmpreview.com</u> in a new tab. Here enter the **username** noted in step 2.
 - a. Click **Next** to procede

| | Workspace ONE* | |
|--------|-----------------------------|--|
| passwo | simeon.frank.77 rd | |
| | vmwtd.com | |
| | Sign in Forgot password? | |
| | vm ware [.] | |

- 4. Enter the **password** for the user account and click **Sign in**.
 - a. If you don't remember the password flip back to the previous tab and look in the credentials box as explained in step 2.

| 9) | Favorites | Apps | People | For You 12 | Support | | |
|---------------------------------------|--|--------------------|--|-------------------------------------|-------------------------------------|-------------------------------------|------------------------------|
| Favor | rites | | | | | | Sort A - Z 🗸 |
| Websi | Concur | Website |)ropbox | NVIDIA- VMWARE- VGPU- TEST DRIVE | NVIDIA- VMWARE- VOPU- TEST DRIVE | NVIDIA- VMWARE- VGPU- TEST DRIVE | Office 365 Portal Website |
| Websi | Slack | Worksp | ace ONE UEM Admin | | | | |
| | Favorites | upps Pe | ople For Y | You ① Self-Serv | ce | × | |
| Dropbox | OX must first be manual | 1 Tota 1 Result | al Result in App Name and Workspace ONE Website | Description EUEM Console | | ū ★ | |
| your acco https://po Promoted I | ount in ortal.vmtestdrive.con by admin | n. | | | | | e |

- 5. Once in the Intelligent Hub click on the **Workspace ONE UEM Admin** tile.
 - Note: If you do not see the tile click on Apps and search for UEM.

| $\leftarrow \ \Rightarrow \ {\tt G}$ | ← → C la testdrive.awmdm.com/AirWatch/#/Device/Dashboard | | | | | | | | s : | |
|--------------------------------------|--|---|--------------------------|-------|----|-------|------|---|--------------|---|
| 🖏 Works | space ONE UEM | | TestDrive V | Add 🗸 | Q | ¢ | ☆ | ? | vmwtd.com\ 🗸 | |
| MONITOR | Dashboard | | Devices | | | | | | | |
| | List View Device Updates | | Dashboard | | | | | | ¢ â | * |
| DEVICES | Lifecycle | > | TOTAL DEPLOYMENT : 2,525 | | | | | | | |
| ### APPS & BOOKS | riovisioning | , | ⑦ SECURITY | | OW | 'NERS | SHIP | | | |

6. You should now be authenticated to **Workspace ONE UEM**

| | TestDrive 🗸 | Add -> 🔍 🎝 🛣 🕐 vmwtd.com\🕑 | | |
|---|---------------------------------|---|---------------------------------------|--|
| | _{Devices} Dashboard | Account Role: Intelligence & Tenant Administrator at TestDrive Device Administrator at World Wide Enterprises Device Administrator at Regional Health System Device Administrator at Retail Holding Company Device Administrator at City of Mayberry Device Administrator at City of Mayberry | atDrive prises Systems mpany | |
| > | TOTAL DEPLOYMENT: 2,525 | Device Administrator at Five Oceans Bank Tier 1 - Help Desk at Engineering Tier 2 - Help Desk at Professional Services Device Administrator at Magna University | | |
| | | | | |

- 7. In the top right corner **click on the drop down** next to your administrator name.
 - a. Then click on the **Account Role drop down** and change it to **Intelligence & Tenant Administrator at TestDrive** if its not already.



8. Click on **MONITOR** then **Intelligence**, then **LAUNCH** to open Workspace ONE Intelligence console.

| 🖏 Workspace ONE Ir | telligence Q dashboards - Search Dashboards | · · ⑦ vmwtd.com\simeon.frank.77 ∨ III |
|------------------------|--|---------------------------------------|
| Home Getting Started | Jashboards Automations Reports Integrations Settings | |
| My Dashboards | My Dashboards | r. |
| Security Risk | | Quick Filters: Bookmarke |
| OS Updates | ADD DASHBOARD | |
| Apps | | Last Madified (Downed) |
| Devices | | Last modified (Newest) |
| V My Bookmarks | □ | |
| Office 365 vs Google A | 200 | |

9. You should now be in the **Intelligence Console**. In the Workspace ONE Intelligence console click **Dashboards** and then click **ADD DASHBOARD**

| 🖏 Workspace ONE Intelligence | Q dashboards - Sea | arch Dashboard: |
|--|--------------------|-----------------|
| Add Dashboard | | |
| Simeon Access Dashboar Add description (optional) | rd | |

- 10. Name the dashboard {Your name} **Access Dashboard.** Then click **SAVE** at the bottom right corner.
 - a. Note due to the heavy use of this environment you may get a message as shown below.

Add Dashboard () Failed to add dashboard: The account-level service limit 'maximum dashboards' is 50. Current usage is 50 dashboard(s).

11. You may encounter the above error if there are too many dashboards configured in the environment. You can delete a dashboard you know is not being used or simply use an

existing dashboard you can add widgets to. Otherwise look at **Mike Access Dashboard** as an example and follow the steps below.

| 🤣 Workspace ONE Intelligence Q dазнвоаrds - Search Dashboards | | | | | | | |
|---|----------------------------------|--|--|--|--|--|--|
| Insights | O Dashboard added successfully. | | | | | | |
| > Dashboards | | | | | | | |
| My Dashboards | My Dashboards > Access Dashboard | | | | | | |
| Security Risk OS Updates User Risk | ADD WIDGET CUSTOMIZE LAYOUT | | | | | | |
| Apps Devices | √ Add Filter | | | | | | |
| Automations | | | | | | | |

12. Now that the Dashboard has been created (or an existing one being used), we can add widgets. Click **ADD WIDGET**

| Add Widget | | | | | × |
|---|--|---|---|-----------|--|
| Q Search for templates | _ | | | | Order by v |
| Apps • Authentication • Automations • | Devices Hub Platform Pro | oduct ~ Security ~ | Integration King B | Bookmarks | |
| Custom Widget Create a V | widget from scratch | | Workspace ONE UE | CLEAR ALL | START |
| Mobile SSQ Adoption (I | Number of Deployed D | Lisers with the | Carbon Black Employee Experien | ice | perium - Top Mediu |
| Total Successful Logins of Users Using Mobile SSO Authentication | Count of Unique Desktop App Identifiers Deployed as Managed Apps | List of Users With Devices by Platfor Order | Workspace ONE Ad Intelligence Lookout Netskope | ccess | Medium-Risk Threats Over Last sk By Number Of Devices |
| (2 tags) | (2 tags) | 2 tags | Zimperium | | ags |
| Line - Historical | 1:2 Metric - Snapshot | Table - Snaps | hot | ΠπΠ | Vertical - Historical |
| PREVIEW START | PREVIEW START | PREVIEW START | | PRE | EVIEW START |

- 13. In the Add Widget screen notice all the pre-loaded widgets available.
 - a. Click on Integrations and then select Workspace ONE Access

| Mobile SSO Adoption (L | Trend of User Logins | App Launches | Top 10 Users with Faile |
|---|--|--|--|
| Total Successful Logins of Users Using Mobile SSO Authentication | Trend of User Logins Over Last Week | Count of App Launches Over Last Week | Top 10 Users with Failed Logins Last Week By Username |
| 2 tags | (2 tags) | (2 tags) | (2 tags) |
| Line - Historical | Line - Historical | Inn Vertical - Historical | []nfl Vertical - Historical |
| PREVIEW START | PREVIEW START | PREVIEW START | PREVIEW START |
| Top 5 Apps Launched B 🔳 | Top 5 Apps Launched B | Top Apps Launched Las | Unique User Logins |
| Top 5 Apps Launched By Unique Users | Top 5 Apps Launched By Total Launches | Top Apps Launched Last Week By Application Name | Count of Unique User Logins Over Last Week (Unique Active Users per day) |
| 2 tags | 2 tags | 2 tags | (2 tags) |
| []nl] Vertical - Historical | Inn Vertical - Historical | Table - Historical | Inni Vertical - Historical |
| PREVIEW START | PREVIEW START | PREVIEW START | PREVIEW START |
| Login Failures by Authe | Login Failures by Error | | |
| Count of Login Failures by Authentication Method Over Last | Count of Login Failures by Error Message Over Last Week | | |

14. Notice the **pre-set** widgets that give you various parameters for insight into Access. These can be used to monitor your environment for potential failed logins or even authentication methods or Top 5 App used.

| Order by v | Top 10 Users with Failed Logins X Last Week By Username |
|---|--|
| Security ~ Integration: 1 selected | Overview Top 10 Users with Failed Logins Last Week By Username |
| Top 10 Users w. | Category Workspace ONE Access: Login |
| Failed Logins Last Week By Username | ▼ Success Status equals (false) 🛞 |
| Inn Vertical - Historical | Widget Preview ① 01/01/1970 2:00 AM to 05/22/2020 1:58 PM |
| Unique User Lo. | 10 |
| Count of Unique User Logins Over Last Week (Unique Active Users | 5 |
| per day) | 0 |

15. Click on **PREVIEW** on the **Top 10 Users with Failed Logins Last week by Username** Widget to see the right side panel pop out a preview of that widget.

- a. The preview feature let's you quickly determine wether this widget gives you the data you are looking for.
- b. Click **START** on the Side pop our **Preview** window.

| op 10 Users with Failed Logins Last Week By Username | | Widget Preview (j) Last 7 day(s) 50 |
|---|----------|---|
| Chart Type | | |
| Measure Count v of UUD v | | VIEW |
| Group by (Optional) Username × ADD SUBGROUP Date Range (Optional) Last 7 days × | | |
| Results per group 10 | | |
| ilter 🕄 | CLOSE | |
| Success Status equals (false) | 88 | |
| Y Success Status © Equals ~ false | <u> </u> | |
| \oplus | | |

16. The Measure Count is UDID

- a. Notice the criteria to **group** the widget is by **username**
- b. The **filter** for the data is that success status equals false

| (%) | |
|------------|------------------|
| Ü | |
| | |
| | |
| | |
| | CANCEL BACK SAVE |





18. This widget will give you a break down of the **Top 10 users with the most failed login** attempts

| Insights | My Dashboards > Access Dashboard |
|--------------------------------|---|
| Dashboards | |
| My Dashboards | SAVE |
| Security Risk | |
| OS Updates | |
| User Risk | Add Filter |
| Apps | |
| Devices | |
| Automations | Top 10 Users with Failed Logins Last Week By Us |

19. Click **SAVE** when back on the **Access Dashboard** screen.



20. On the widget you just created click **VIEW**



- 21. This is the **detailed view of the widget** and lets you actually see a bit more about specific users and their login behaviour.
 - a. As one of the criteria for the widget is "Success Status" = false we are only seeing authentications that have failed.

- b. Notice some of the **other parameters** in the tabe section of the widget. These can all be helpful to troubleshoot login failures or detect suspicious behaviour.
 - 1. Authentication Method
 - 2. Error Message
 - 3. Source IP Address

Part 2: Dashboard & Widgets Application Adoption

In addition to data from login parameters, Access can also send Application Usage information to Workspace ONE intelligence. The widget we will configure in **Part 2** will look at application adoption

| 🖏 Workspace ONE I | ntelligence Q DASHBOARDS - Search Dashboards |
|-------------------|---|
| Insights | My Dashboards > Access Dashboard |
| V Dashboards | |
| My Dashboards | ADD WIDGET COSTOMIZE LAYOUT |
| Security Risk | |
| OS Updates | |
| User Risk | Add Filter |
| Apps | |
| Devices | |
| Automations | Top 10 Users with Failed Logins Last Week By Us |

Let's add another Widget to the dashboard we used above.
 a. Click ADD WIDGET on your Access Dashboard page.

| Add Widget | | | | |
|---|--|--------------------------|---|--------------------------|
| Q Search for templates | | | | |
| Apps Authentication Automations | Devices Hub Platform Pr | oduct v Security v | Integration: 1 selected × Boo | okmarks |
| Custom Widget Create a | widget from scratch | | Workspace ONE UEM | |
| | | | Carbon Black | |
| Mobile SSO Adoption (L | Trend of User Logins | App Launches | Workspace O E Access × | o 10 Use |
| Total Successful Logins of Users Using Mobile SSO Authentication | Trend of User Logins Over Last Week | Count of App Lau Week | Intelligence Lookout Netskope | 10 Users \ ek By User |

2. Click Integrations and then select Workspace ONE Access from the dropdown.

| ate a widget from scratch | auonin (Product () Security () | START | Overview Top 5 Apps Launched By Total Launch Category Workspace ONE Access: App Launch |
|--|---|---|---|
| Trend of User Logi | App Launches | Top 10 Users with | Filter Results |
| Trend of User Logins Over Last Week | Count of App Launches Over Last Week | Top 10 Users with Failed Logins Last Week By Username | 3 Widget Preview () 01/01/1970 2:00 AM to 06/09/2020 10:04 |
| 2 tags | 2 tags | 2 tags | 100K |
| Line - Historical | Infi Vertical - Historical | Inn Vertical - Historical | 80K - |
| PREVIEW START | PREVIEW START | PREVIEW START | 60K - |
| | | | 40K - |
| Top 5 Apps Launc | Top Apps Launche | Unique User Logins | 20K - |
| Top 5 Apps Launched By | Top Apps Launched Last | Count of Unique User Logins | 0 |
| Total Launches | Week By Application Name | Over Last Week (Unique Active Users per day) | VIEW |
| 2 tags | (2 tags) | (2 tags) | |
| Vertical - Historical | Table - Historical | Inn Vertical - Historical | |
| | | | |

3. Click the **PREVIEW** on the **Top 5 Apps Launched By total Launches** and click **START**

| Category: Workspace ONE Access: App Launch Template: Top 5 Apps Launched By Total Launches | Summary |
|--|-----------------------------------|
| Top 5 Apps Launched By Total Launches | Widget Preview ① Last 7 day(s) |
| Data Visualization (1) | 200 |
| Chart Type | |
| Measure Count v of UUID v | |
| Group by (Optional) App Name V ADD SUBGROUP | |
| CANCEL BACK SAVE | |

- 4. **Note** the **Category: Workspace ONE Access: App Launch**, which give us the indicator that this data is coming from Access.
 - 1. Leave the widget settings as default and click **SAVE** at the bottom right side of the page.

| My Dashboards > Access Dashb | oard |
|------------------------------|------|
| CANCEL | |

5. Now click **SAVE** on the **Access Dashboard** page where you added the two widgets.



6. Click **VIEW** on the widget you just created, to analyze and see further details.



- 7. In the details of the widget we see the data that is relavent for an administrator to understand which applications are trending in the organization.
 - a. We can see the following in the **table** below the infographic that that may:

1. Username

2. App Name

3. Source IP Address



8. The infographic is also dynamic. **Click** on the most used application in the info-graph in my case **Workspace ONE UEM Admin** is the name of the app(in light blue on my graph) and notice a new info graph is created.



9. This info-graph gives us more insight into how the **Workspace ONE UEM Admin** app is being consumed and how many unique launches we have within a give amount of time.

This concludes the Analytics lab for WorkspaceONE Access.

The Workspace One Intelligence platform is already a huge value add for all things analytics for the Digital Workspace. It will continue to be built out and integrate in a stronger way with our Trust Network partners. If you would like to continue working on getting to know Workspace ONE Intelligence, below is a walkthrough tutorial to become familiar with the platform using TestDrive.

https://kb.vmtestdrive.com/hc/en-us/articles/360002445574-Workspace-ONE-Intelligence-Overview