

# RSA NetWitness Platform

## Event Source Log Configuration Guide



## Salesforce

Last Modified: Tuesday, November 5, 2019

### Event Source Product Information:

**Vendor:** [Salesforce](#)

**Event Source:** CRM

**Versions:** API v1.0

### RSA Product Information:

**Supported On:** Security Analytics 10.6.2 and later

**Event Source Log Parser:** cef

**Note:** The CEF parser parses this event source as `device.type=salesforce`

**Collection Method:** Plugin Framework

**Event Source Class.Subclass:** Host.Cloud

This document contains the following sections:

- Getting Started with NetWitness and Salesforce Integration
- Configure the Salesforce Event Source
- Set Up the Salesforce Event Source in RSA NetWitness
- Salesforce Collection Configuration Parameters

## Getting Started with NetWitness and Salesforce Integration

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The Salesforce event monitoring product gathers information about your Salesforce organization's operational events. You can use this information to analyze usage trends and user behavior. You can interact with event monitoring data by querying fields on the **EventLogFile** object (such as **Event Type** and **LogDate**). To view the underlying event data, query the **LogFile** field. The Event Type determines the schema of this field. For more information, see [EventLogFile Supported Event Types](#) on the Salesforce Developers Website.

## Configure the Salesforce Event Source

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This document describes how to configure the Salesforce event source using either the Classic View or the Lightning Experience View:

- [Configure the Salesforce Event Source using Classic View](#) or,
- [Configure the Salesforce Event Source using Lightning Experience View](#)

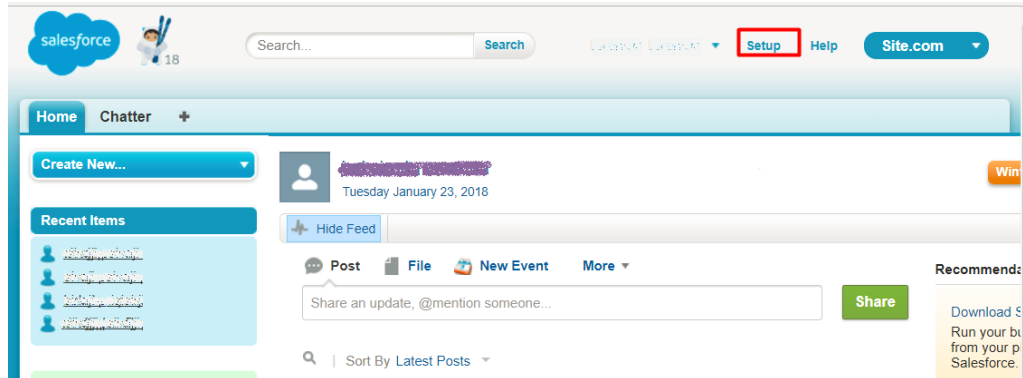
### Configure the Salesforce Event Source using Classic View

To configure Salesforce, you must complete these tasks:

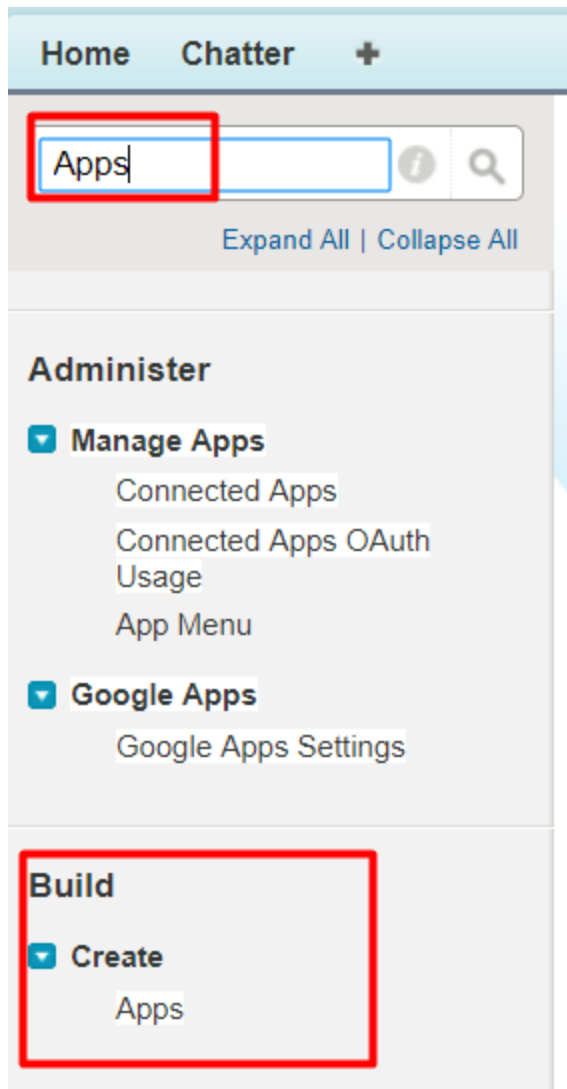
- I. Create a Salesforce connected app (Classic)
- II. Create a custom read-only profile (Classic)
- III. Create a user under Salesforce admin account (Classic)

#### Create a Salesforce connected app (Classic)

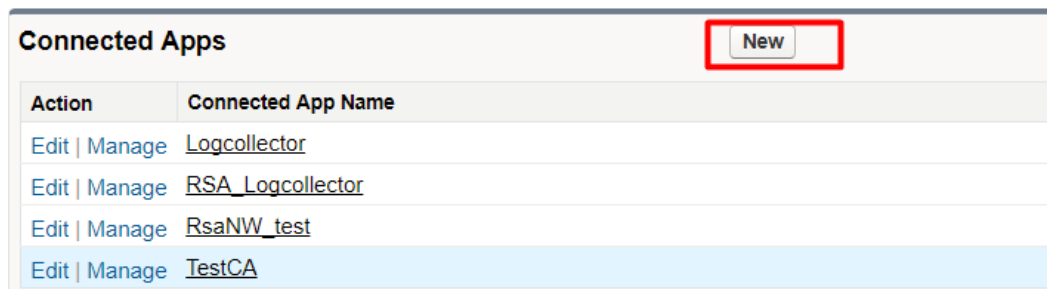
1. Log into to your Salesforce account through Salesforce portal: [login.salesforce.com](https://login.salesforce.com)
2. In Salesforce Classic view, click on the Setup tab as shown here:



3. In **Quick Find/ Search** box enter **Apps**, then select **Apps** (under **Build | Create**).



4. In the Connected Apps section, click **New**.



5. Make sure the following settings are defined in Salesforce to enable your new app:

Setting	Value
<b>Connected App Name</b>	Enter a name for the app, for example <b>Logcollector</b> .
<b>API Name</b>	This setting is populated automatically with the Connected App Name you enter.
<b>Contact Email</b>	Enter a valid email address.
<b>Enable OAuth Settings</b>	Make sure this is selected.
<b>Callback URL</b>	<p>Enter the callback URL (endpoint) that Salesforce calls back to your application during OAuth. This is the OAuth redirect URI.</p> <p>Depending on which OAuth flow you use, the URL is typically the one that a user's browser is redirected to after successful authentication. Because this URL is used for some OAuth flows to pass an access token, the URL must use secure HTTPS or a custom URI scheme.</p>
<b>Selected OAuth Scopes</b>	Select <b>Access and manage your data (api)</b> .

6. Click **Save** to complete your Connected App setup.

## New Connected App

**Basic Information**

Connected App Name

API Name

Contact Email

Contact Phone

Logo Image URL

Icon URL

Info URL

Description

API (Enable OAuth Settings)

Enable OAuth Settings

Enable for Device Flow

Callback URL

Use digital signatures

Selected OAuth Scopes

Available OAuth Scopes

- Access and manage your Chatter data (chatter\_api)
- Access and manage your Eclair data (eclair\_api)
- Access and manage your Wave data (wave\_api)
- Access custom permissions (custom\_permissions)
- Access your basic information (id\_profile\_email\_address\_phone)
- Allow access to your unique identifier (openid)
- Full access (full)
- Perform requests on your behalf at any time (refresh\_token\_offline\_access)
- Provide access to custom applications (visualforce)
- Provide access to your data via the Web (web)

Selected OAuth Scopes

- Access and manage your data (api)

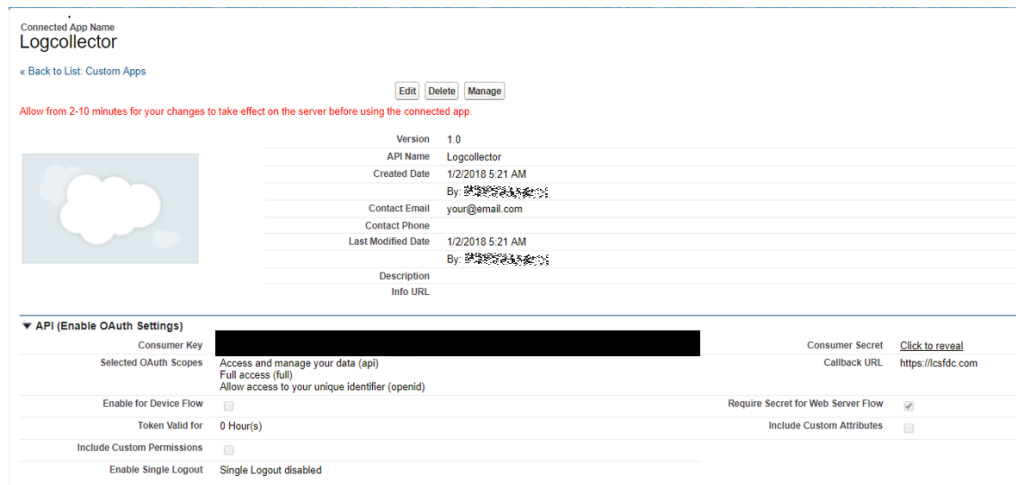
Require Secret for Web Server Flow

Include ID Token

Enable Single Logout

7. After you save the connected app, you are redirected to a new page. Click **Continue**.
8. From this page, you can copy your Consumer Key. Select **Click to reveal** to see your Consumer Secret, and copy that as well.

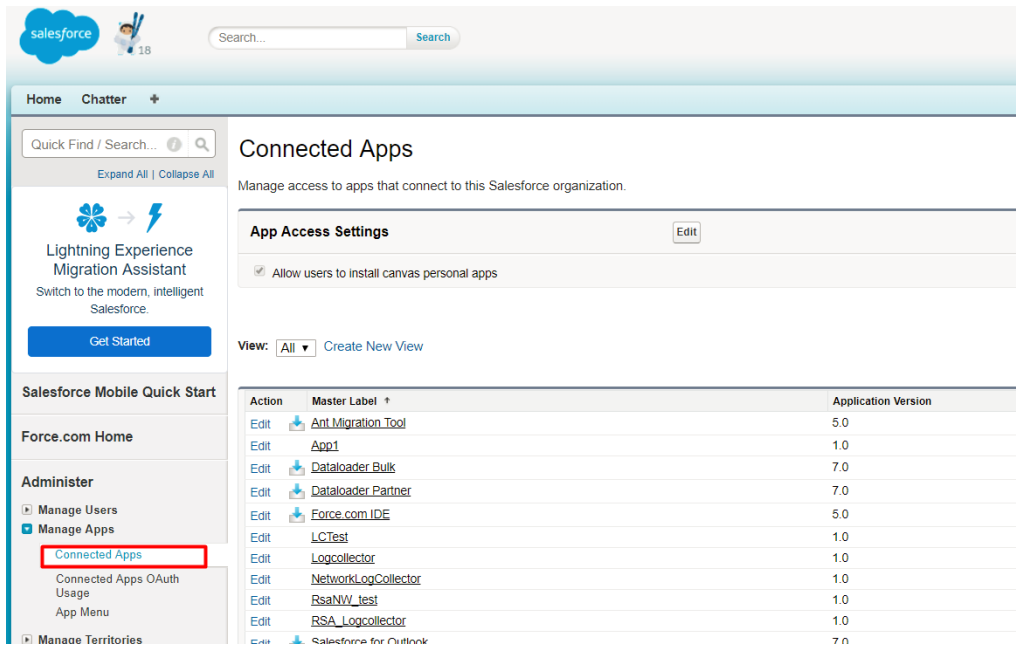
**Note:** You need the Consumer Key and Consumer Secret values later, while configuring **Client ID** and **Client Secret** values in RSA NetWitness.



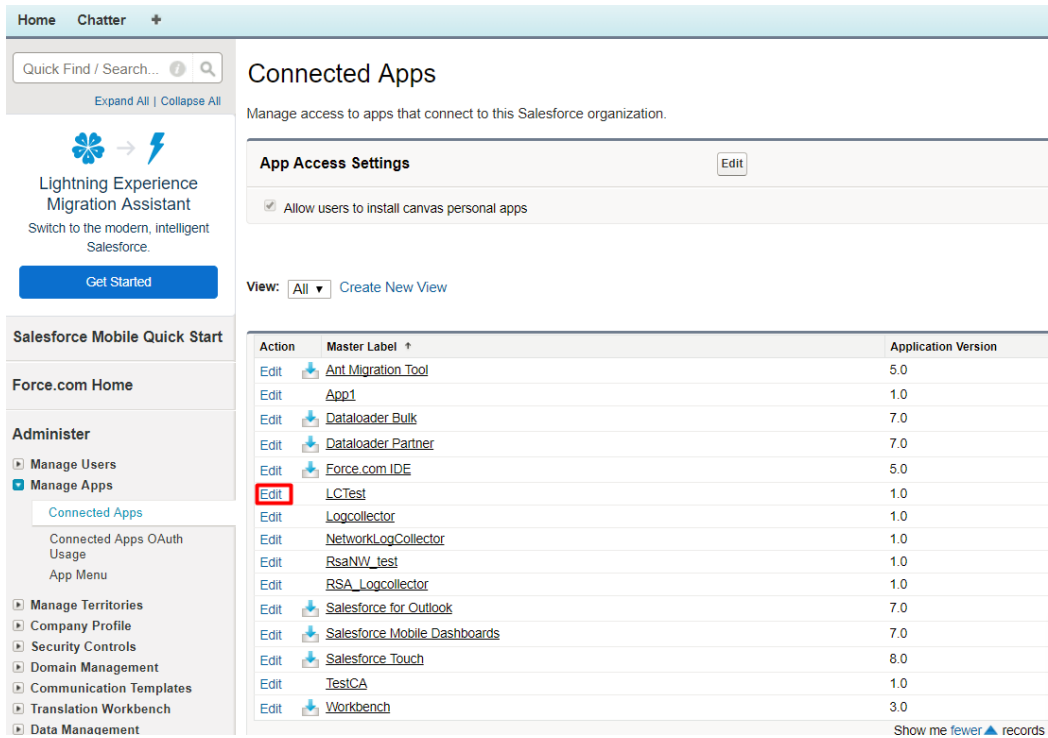
After you create the connected app, you need to edit its policies, as described in the following procedure.

### To edit the policies for a connected app:

1. Click on **Connected Apps** under Manage Apps tab as shown below:



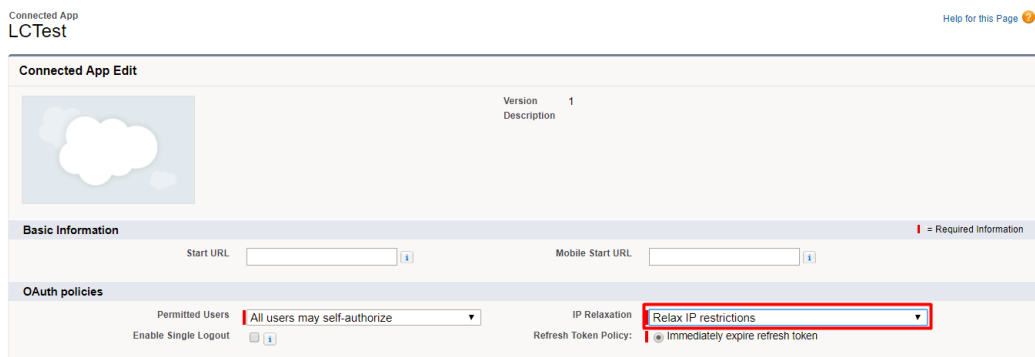
2. Click the **Edit** button for the connected app you created, as shown below:



The screenshot shows the Salesforce 'Connected Apps' management page. On the left is a navigation sidebar with options like 'Lightning Experience Migration Assistant', 'Salesforce Mobile Quick Start', and 'Administer'. The main content area is titled 'Connected Apps' and includes a table of installed applications. The 'LCTest' application is highlighted with a red box, and its 'Edit' link is also highlighted. Below the table, there is a 'Show me fewer records' link.

Action	Master Label	Application Version
Edit	Ant Migration Tool	5.0
Edit	App1	1.0
Edit	Dataloader Bulk	7.0
Edit	Dataloader Partner	7.0
Edit	Force.com IDE	5.0
Edit	LCTest	1.0
Edit	Logcollector	1.0
Edit	NetworkLogCollector	1.0
Edit	RsaNW_test	1.0
Edit	RSA_Logcollector	1.0
Edit	Salesforce for Outlook	7.0
Edit	Salesforce Mobile Dashboards	7.0
Edit	Salesforce Touch	8.0
Edit	TestCA	1.0
Edit	Workbench	3.0

3. In the **OAuth policies** section, from the **IP Relaxation** drop-down menu, select **Relax IP restrictions**.



The screenshot shows the 'Connected App Edit' page for the 'LCTest' application. The 'OAuth policies' section is expanded, and the 'IP Relaxation' dropdown menu is set to 'Relax IP restrictions', which is highlighted with a red box. Other settings include 'Permitted Users' set to 'All users may self-authorize' and 'Refresh Token Policy' set to 'Immediately expire refresh token'.

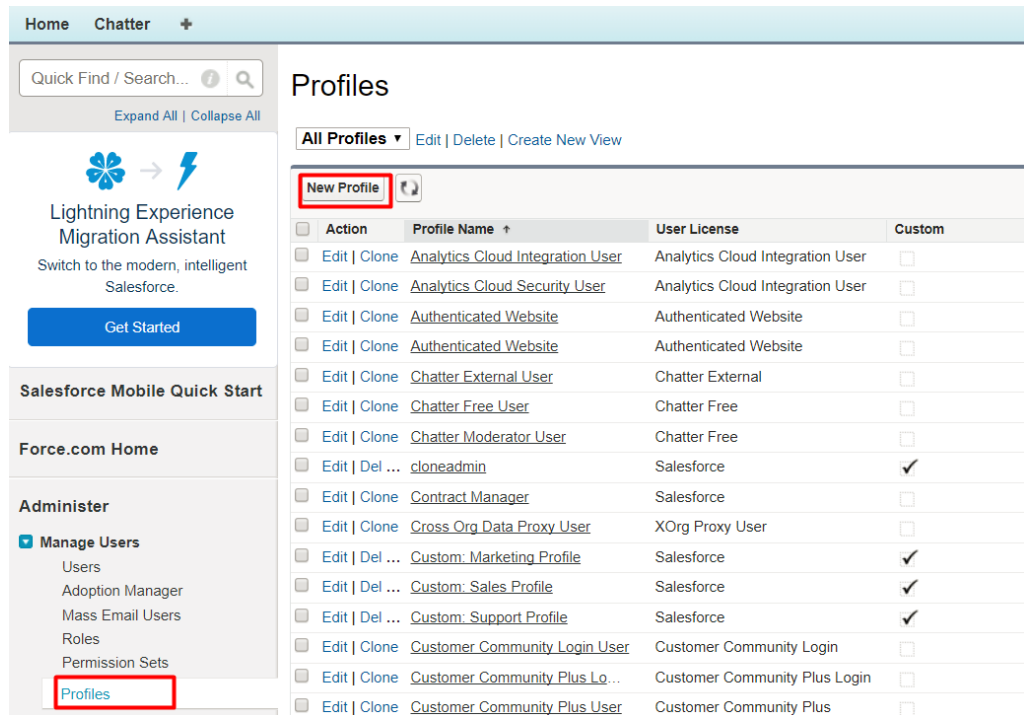
4. Save your changes.

## Create a custom read-only profile (Classic)

RSA NetWitness uses OAuth Username-password flow to authenticate between a Connected App and the Salesforce API. Creating a read-only custom profile restricts the users to have read-only access to Salesforce API logs.



1. In the Salesforce UI, go to **Manage Users > Profiles**, then click **New Profile**.



2. Choose the **Custom-Profile Name** option for the **existing profile** field. This existing profile should have **Salesforce** in the **User License** field, as shown below.

## Clone Profile

Enter the name of the new profile.

**You must select an existing profile to clone from.**

Existing Profile:

User License: Salesforce

Profile Name:

For more details about User Licenses, see .

see the [User Licenses](#) article in the Salesforce online help.

3. Click **Save**.
4. After you save the profile, you are redirected to a new page where you can view the new custom profile. Click **Edit** to change settings to minimize user access to

Salesforce event logs.

Profile  
**TestNWLC**  
[« Back to List: Profiles](#)

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information. If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

[Login IP Ranges \[0\]](#) | [Enabled Apex Class Access \[0\]](#) | [Enabled Visualforce Page Access \[0\]](#) | [Enabled External Data Source Access \[0\]](#) | [Enabled Named Credential](#)  
[Enabled Custom Permissions \[0\]](#)

**Profile Detail** Edit Clone Delete View Users

Name	TestNWLC	
User License	Salesforce	Custom Profile <input checked="" type="checkbox"/>
Description		
Created By	Lakshmi prasanna, 1/23/2018 1:52 AM	Modified By Laksh

**Note:** Copy the custom profile name: you need to use this profile later, while creating a new user under the Salesforce admin account.

5. Assign permission sets and enable the connected app for this profile, as follows:
  - a. In the **Custom App Settings** section, select and enable the **Sales (standard\_Sales)** option as shown below.

**Profile Edit** Save Cancel

Name   
 User License Salesforce Custom Profile   
 Description

**Custom App Settings**

	Visible	Default		Visible	Default
App Launcher (standard__AppLauncher)	<input type="checkbox"/>	<input type="radio"/>	Salesforce Chatter (standard__Chatter)	<input type="checkbox"/>	<input type="radio"/>
Community (standard__Community)	<input type="checkbox"/>	<input type="radio"/>	Sample Console (standard__ServiceConsole)	<input type="checkbox"/>	<input type="radio"/>
Content (standard__Content)	<input type="checkbox"/>	<input type="radio"/>	Service (standard__Service)	<input type="checkbox"/>	<input type="radio"/>
Marketing (standard__Marketing)	<input type="checkbox"/>	<input type="radio"/>	Service Console (standard__LightningService)	<input type="checkbox"/>	<input type="radio"/>
Sales (standard__LightningSales)	<input type="checkbox"/>	<input type="radio"/>	Site.com (standard__Sites)	<input type="checkbox"/>	<input type="radio"/>
<b>Sales (standard__Sales)</b>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	Work.com (standard__Work)	<input type="checkbox"/>	<input type="radio"/>
Sales Console (standard__LightningSalesConsole)	<input type="checkbox"/>	<input type="radio"/>			

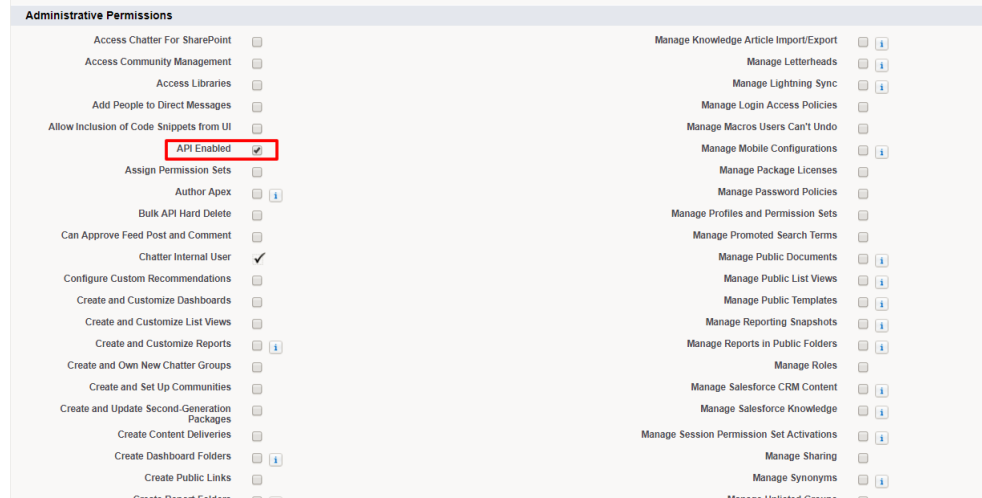
- b. In the **Connected App Access** section, select the connected app that you created in [Create a Salesforce connected app \(Classic\)](#). Optionally, select **Workbench** to use the UI for querying the data using the REST API.

**Connected App Access**

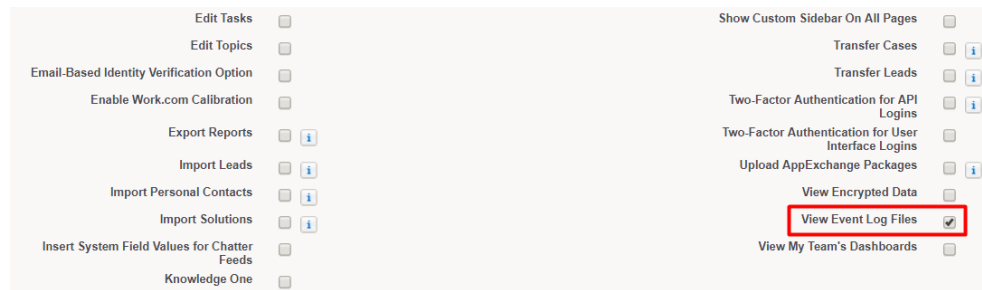
Ant Migration Tool	<input type="checkbox"/>	RsaNW_test	<input type="checkbox"/>
Dataloader Bulk	<input type="checkbox"/>	Salesforce for Outlook	<input type="checkbox"/>
Dataloader Partner	<input type="checkbox"/>	Salesforce Mobile Dashboards	<input type="checkbox"/>
Force.com IDE	<input type="checkbox"/>	Salesforce Touch	<input type="checkbox"/>
<b>Logcollector</b>	<input checked="" type="checkbox"/>	Workbench	<input checked="" type="checkbox"/>
RSA_Logcollector	<input type="checkbox"/>		

- c. In the **Administrative Permissions** section, select the **API Enabled** option as

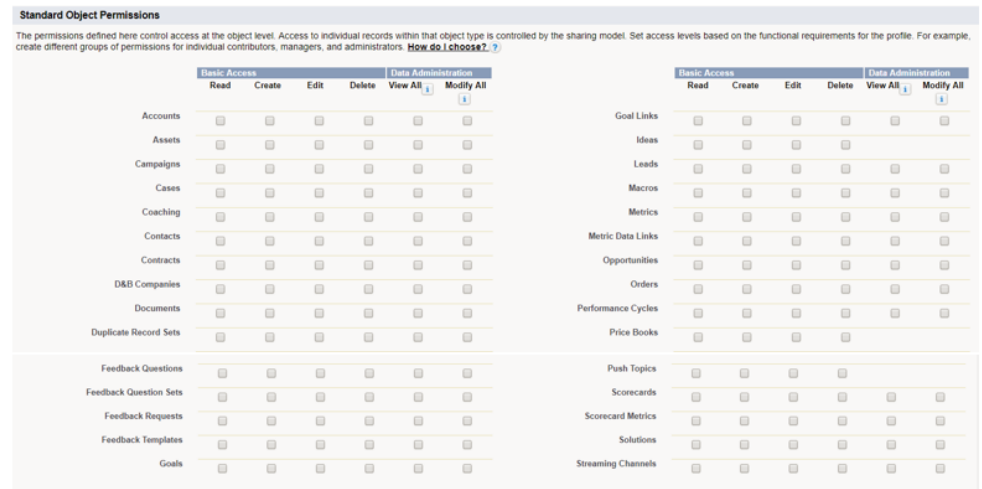
shown below.



- d. In the **General User Permissions** section, select the **View Event Log File** option as shown below.



- e. In the **Standard Object Permissions** section, make sure to uncheck all available options.



6. Click **Save** to save your changes to the profile.

The screenshot shows a configuration page with three main sections:

- Desktop Integration Clients:** Includes a note about client permissions and an 'Offline' dropdown menu set to 'On, updates w/o alerts'.
- Session Settings:** Includes 'Session times out after' set to '2 hours of inactivity' and 'Session security level required at login' set to '--None--'.
- Password Policies:** Includes several settings:
  - User passwords expire in: 90 days
  - Enforce password history: 3 passwords remembered
  - Minimum password length: 8
  - Password complexity requirement: Must mix alpha and numeric characters
  - Password question requirement: Cannot contain password
  - Maximum invalid login attempts: 10
  - Lockout effective period: 15 minutes
  - Obscure secret answer for password resets:
  - Require a minimum 1 day password lifetime:

At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box.

### Create a user under Salesforce Admin account (Classic)

1. In the Salesforce UI, go to **Home > Manage Users > Users**, then click the **New User** tab.
2. Define the settings as described in the following table.

Setting	Value
<b>Last Name</b>	Enter user's last name
<b>Alias</b>	Enter an alias for the new user
<b>Email</b>	Enter a valid email address where the new user can be contacted
<b>Username</b>	This setting is automatically populated, based on the email address
<b>Nickname</b>	This setting is automatically populated, based on the email address
<b>Role</b>	Select <b>&lt;None Specified&gt;</b> from the drop-down menu
<b>User License</b>	Select <b>Salesforce</b> from the drop-down menu
<b>Profile</b>	From the drop-down menu, select the custom profile you created in <a href="#">Create a custom read-only profile (Classic)</a>

The screenshot shows the 'New User' form in Salesforce. The 'General Information' section is highlighted with a red box, containing the following fields: First Name, Last Name (John), Alias (john), Email (your@email.com), Username (your@email.com), and Nickname (your). The 'Role' dropdown is set to 'Salesforce' and the 'Profile' dropdown is set to 'LogCollector', both also highlighted with a red box. Other fields include Title, Company, Department, and Division. On the right side, there are checkboxes for various user types (Marketing User, Offline User, Knowledge User, Force.com Flow User, Service Cloud User, Site.com Contributor User, Site.com Publisher User, Work.com User) and a 'Data.com User Type' dropdown set to '--None--'. There are also input fields for 'Data.com Monthly Addition Limit' (Default Limit (300)) and checkboxes for 'Accessibility Mode (Classic Only)', 'High-Contrast Palette on Charts', and 'Force.com Quick Access Menu'.

3. In the **Approver Settings** section, make sure to select **Generate new password and notify user immediately**.

The screenshot shows the 'Approver Settings' section in Salesforce. It includes fields for 'Delegated Approver' and 'Manager', and a dropdown for 'Receive Approval Request Emails' set to 'Only if I am an approver'. The checkbox 'Generate new password and notify user immediately' is checked and highlighted with a red box. At the bottom, there are 'Save', 'Save & New', and 'Cancel' buttons.

4. Click **Save**.  
Salesforce sends a message to the email account entered for the user account, with the subject **Verify your account**.
5. From the email message, click the verify account hyperlink, then change the password.
6. Save the username and password, since you need them later when you are configuring the Salesforce event source in RSA NetWitness.

## Configure the Salesforce Event Source using Lightning Experience View

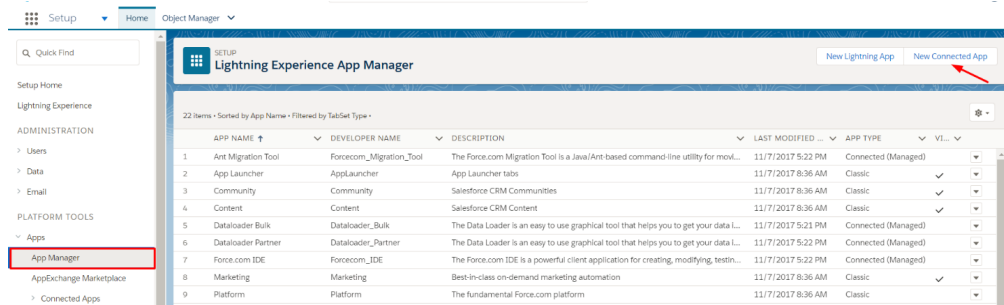
To configure Salesforce, you must complete these tasks:

- I. Create a Salesforce connected app (Lightning)
- II. Create a custom read-only profile (Lightning)

III. Create a user under Salesforce admin account (Lightning)

**Create a Salesforce Connected App (Lightning)**

1. Log into to your Salesforce account through Salesforce portal: [login.salesforce.com](https://login.salesforce.com)
2. In Lightning Experience view, you can use the App Manager to create a connected app.
  - a. On the Setup page, type the keyword **App** in the Quick Find box.
  - b. Select **App Manager**.
  - c. Click **New Connected App**.



3. Make sure the following settings are defined in Salesforce to enable your new app:

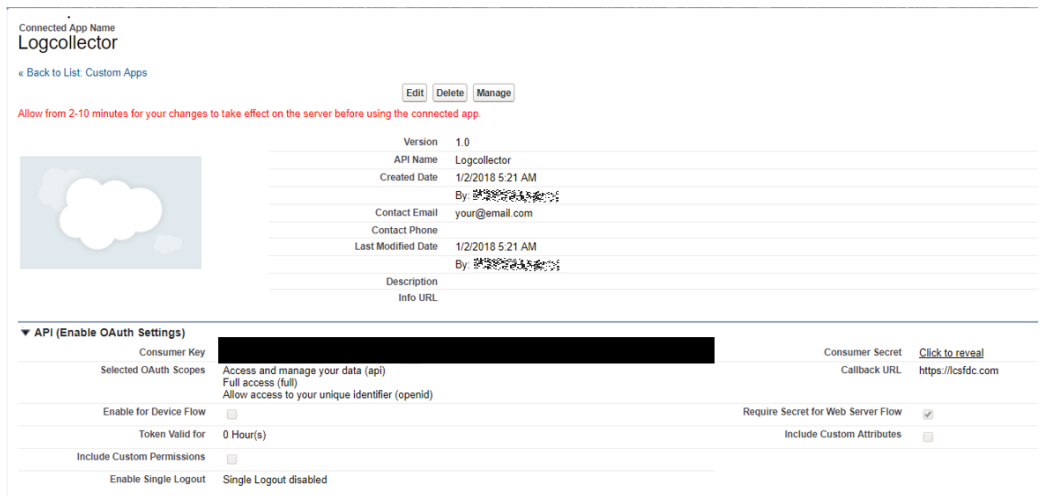
Setting	Value
<b>Connected App Name</b>	Enter a name for the app, for example <b>Logcollector</b> .
<b>API Name</b>	This setting is populated automatically with the Connected App Name you enter.
<b>Contact Email</b>	Enter a valid email address.
<b>Enable OAuth Settings</b>	Make sure this is selected.
<b>Callback URL</b>	Enter the callback URL (endpoint) that Salesforce calls back to your application during OAuth. This is the OAuth redirect URI.  Depending on which OAuth flow you use, the URL is typically the one

Setting	Value
	that a user’s browser is redirected to after successful authentication. Because this URL is used for some OAuth flows to pass an access token, the URL must use secure HTTPS or a custom URI scheme.
<b>Selected OAuth Scopes</b>	Select <b>Access and manage your data (api)</b> .

4. Click **Save** to complete your Connected App setup.

5. After you save the connected app, you are redirected to a new page. Click **Continue**.
6. From this page, you can copy your Consumer Key. Select **Click to reveal** to see your Consumer Secret, and copy that as well.

**Note:** You need the Consumer Key and Consumer Secret values later, while configuring Client ID and Client Secret values in RSA NetWitness.

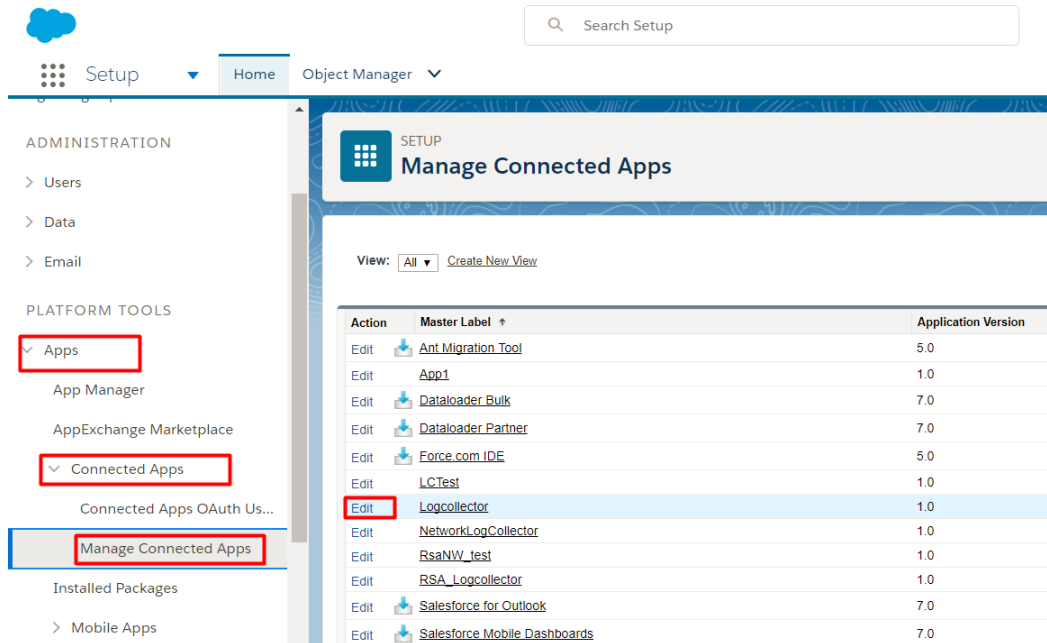


For more details about creating a Connected App, see the [Create a Connected App](#) article in the Salesforce online help.

After you create the connected app, you need to edit its policies, as described in the following procedure.

### To edit the policies for a connected app:

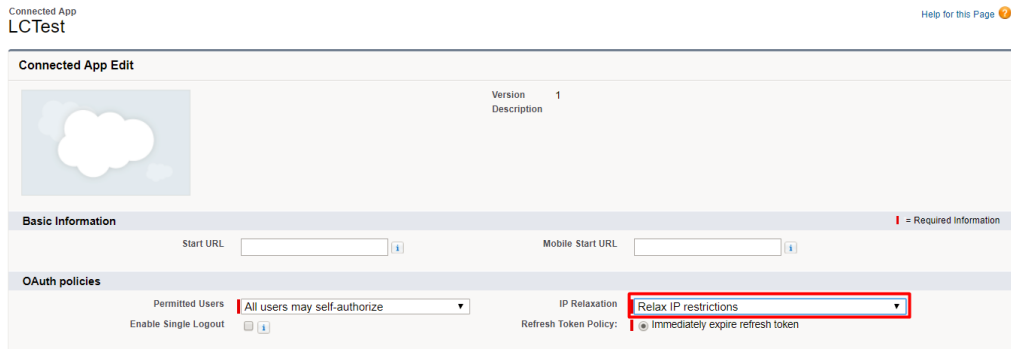
1. Click on **Manage Connected Apps** under the Connected Apps tab.
2. Click the **Edit** button for the connected app you created, as shown below:



3. In the **OAuth policies** section, from the **IP Relaxation** drop-down menu, select **Relax**



### IP restrictions.

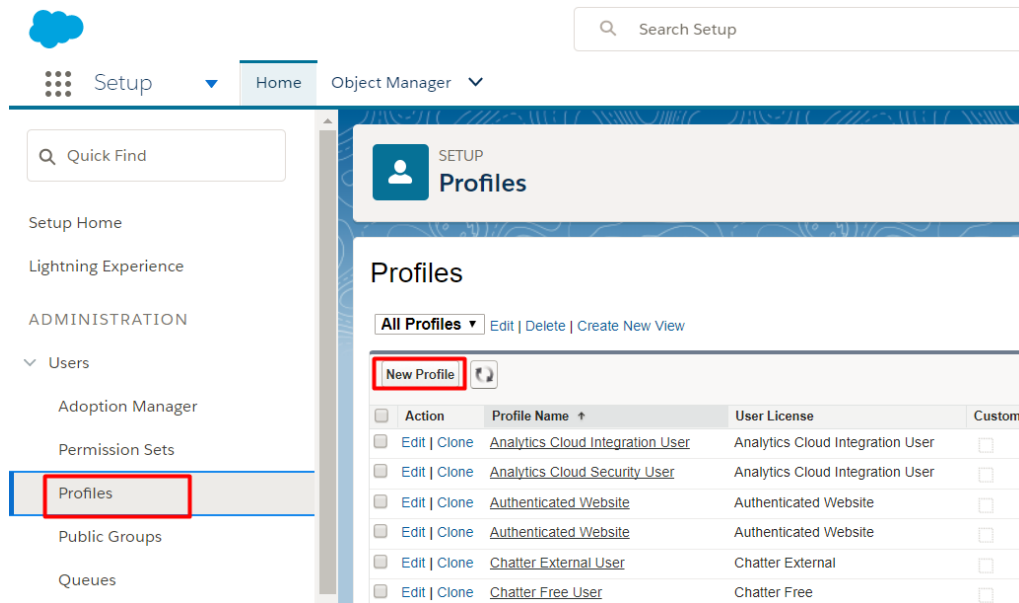


4. Save your changes.

### Create a Custom Read-Only Profile (Lightning)

RSA NetWitness uses OAuth Username-password flow to authenticate between a Connected App and the Salesforce API. Creating a read-only custom profile restricts the users to have read-only access to Salesforce API logs.

1. In the Salesforce UI, go to **Home > Users > Profiles**, then click **New Profile**.



2. Choose the **Custom-Profile Name** option for the **existing profile** field. This existing profile should have **Salesforce** in the **User License** field, as shown below.

For more details about User Licenses, see .

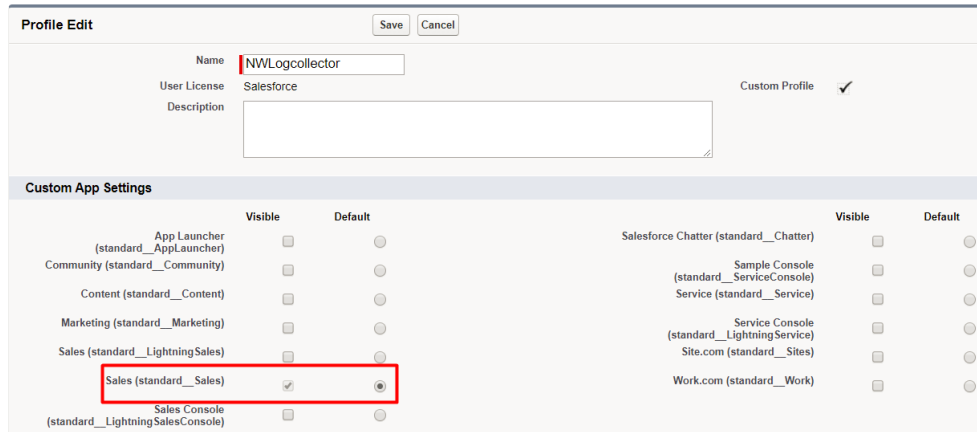
see the [User Licenses](#) article in the Salesforce online help.

3. Click **Save**.
4. After you save the profile, you are redirected to a new page where you can view the new custom profile. Click **Edit** to change settings to minimize user access to Salesforce event logs.

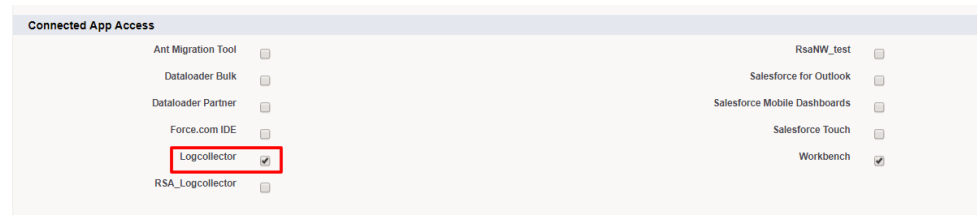
Profile Detail		
Name	NWLogcollector	
User License	Salesforce	Custom Profile <input checked="" type="checkbox"/>
Description		
Created By	12/28/2017 2:12 AM	Modified By <a href="#">Laks</a>

**Note:** Copy the custom profile name: you need to use this profile later, while creating a new user under the Salesforce admin account.

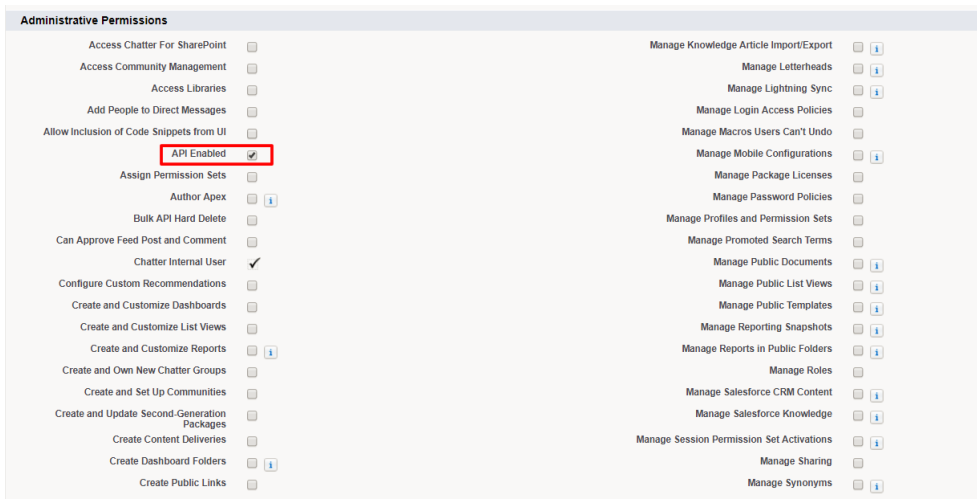
5. Assign permission sets and enable the connected app for this profile, as follows:
  - a. In the **Custom App Settings** section, select and enable the **Sales (standard\_Sales)** option as shown below.



- b. In the **Connected App Access** section, select the connected app that you created in [Create a Salesforce Connected App \(Lightning\)](#). Optionally, select **Workbench** to use the UI for querying the data using the REST API.



- c. In the **Administrative Permissions** section, select the **API Enabled** option as shown below.



- d. In the **General User Permissions** section, select the **View Event Log File** option as shown below.

Configuration options including:

- Edit Tasks
- Edit Topics
- Email-Based Identity Verification Option
- Enable Work.com Calibration
- Export Reports
- Import Leads
- Import Personal Contacts
- Import Solutions
- Insert System Field Values for Chatter Feeds
- Knowledge One
- Show Custom Sidebar On All Pages
- Transfer Cases
- Transfer Leads
- Two-Factor Authentication for API Logins
- Two-Factor Authentication for User Interface Logins
- Upload AppExchange Packages
- View Encrypted Data
- View Event Log Files**
- View My Team's Dashboards

e. In the **Standard Object Permissions** section, make sure to uncheck all available options.

**Standard Object Permissions**

The permissions defined here control access at the object level. Access to individual records within that object type is controlled by the sharing model. Set access levels based on the functional requirements for the profile. For example, create different groups of permissions for individual contributors, managers, and administrators. [How do I choose?](#)

	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All
Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campaigns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D&B Companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duplicate Record Sets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Goal Links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Macros	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metrics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metric Data Links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Cycles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Click **Save** to save your changes to the profile.

**Desktop Integration Clients**

Choose whether users with this profile can use a client, update a client, see client update alerts, or be forced to update to the latest version. To set permissions for Sales for Configurations permission and define settings in Outlook configurations.

Offline  On, updates w/o alerts

**Session Settings**

Session times out after: 2 hours of inactivity

Session security level required at login: --None--

**Password Policies**

User passwords expire in: 90 days

Enforce password history: 3 passwords remembered

Minimum password length: 8

Password complexity requirement: Must mix alpha and numeric characters

Password question requirement: Cannot contain password

Maximum invalid login attempts: 10

Lockout effective period: 15 minutes

Obscure secret answer for password resets:

Require a minimum 1 day password lifetime:

**Save** Cancel

## Create a User under Salesforce Admin Account (Lightning)

1. In the Salesforce UI, go to **Home > Users > Users**, then click the **New User** tab.
2. Define the settings as described in the following table.

Setting	Value
<b>Last Name</b>	Enter user's last name
<b>Alias</b>	Enter an alias for the new user
<b>Email</b>	Enter a valid email address where the new user can be contacted
<b>Username</b>	This setting is automatically populated, based on the email address
<b>Nickname</b>	This setting is automatically populated, based on the email address
<b>Role</b>	Select <b>&lt;None Specified&gt;</b> from the drop-down menu
<b>User License</b>	Select <b>Salesforce</b> from the drop-down menu
<b>Profile</b>	From the drop-down menu, select the custom profile you created in <a href="#">Create a Custom Read-Only Profile (Lightning)</a>

New User

3. In the **Approver Settings** section, make sure to select **Generate new password and notify user immediately**.

4. Click **Save**.

Salesforce sends a message to the email account entered for the user account, with the subject **Verify your account**.

5. From the email message, click the verify account hyperlink, then change the password.

6. Save the username and password, since you need them later when you are configuring the Salesforce event source in RSA NetWitness.

## Set Up Salesforce Event Source in RSA NetWitness

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In RSA NetWitness Suite, perform the following tasks:

1. Deploy the CEF parser from Live
2. Configure the event source

### Deploy the Salesforce Files from Live

Salesforce requires resources available in Live in order to collect logs.

#### To deploy the Salesforce content from Live:

1. In the RSA NetWitness Platform menu, select **Live**.
2. Browse Live for the **Common Event Format (cef)** parser, using **RSA Log Device** as the **Resource Type**.
3. Select the cef parser from the list and click **Deploy** to start the Deployment Wizard. The wizard deploys the parser to the appropriate the Log Decoders.
4. You also need to deploy the Salesforce package. Browse Live for Salesforce EventLogs content, typing "Salesforce" into the Keywords text box, then click **Search**.
5. Select the item returned from the search and click **Deploy** to deploy to the appropriate Log Collectors.

**Note:** On a hybrid installation, you need to deploy the package on both the VLC and the LC.

6. Restart the **nwlogcollector** service.

For more details, see the [Add or Update Supported Event Source Log Parsers](#) topic, or the *Live Resource Guide* on RSA Link.

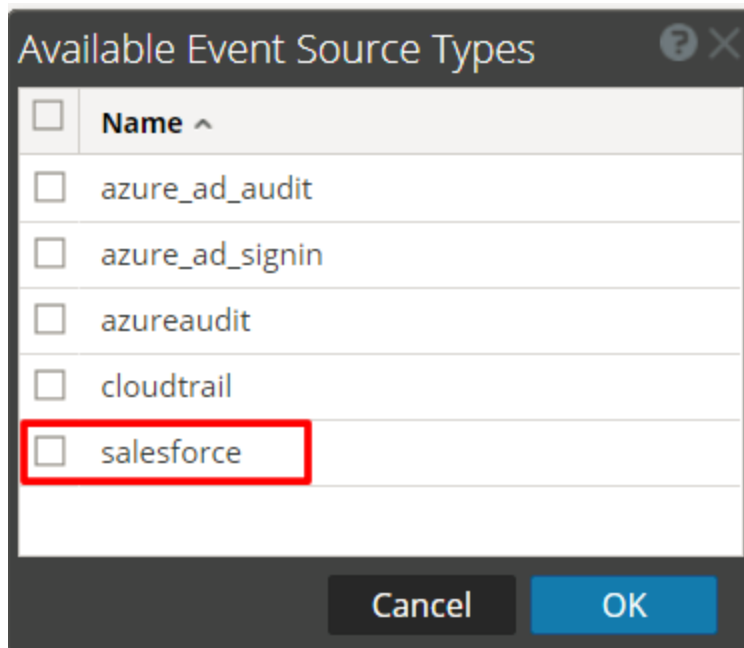
## Configure the Salesforce Event Source in NetWitness

This section contains details on setting up the event source in RSA NetWitness Suite. In addition to the procedure, the Salesforce Collection Configuration Parameters are described.

### To configure the Salesforce Event Source:

1. In the RSA NetWitness Platform menu, select **Administration > Services**.
2. In the Services grid, select a Log Collector service, and from the Actions menu, choose **View > Config**.
3. In the **Event Sources** tab, select **Plugins/Config** from the drop-down menu.  
The Event Categories panel displays the File event sources that are configured, if any.
4. In the Event Categories panel toolbar, click **+**.

The Available Event Source Types dialog is displayed.



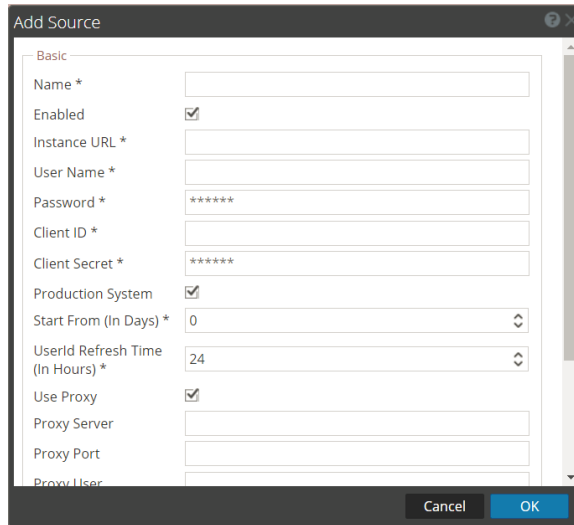
5. Select **salesforce** from the list, and click **OK**.

The newly added event source type is displayed in the Event Categories panel.



6. Select the new type in the Event Categories panel and click **+** in the Sources panel toolbar.

The Add Source dialog is displayed.



7. Define parameter values, as described in [Salesforce Collection Configuration Parameters](#).
8. Click **Test Connection**.

The result of the test is displayed in the dialog box. If the test is unsuccessful, edit the device or service information and retry.

**Note:** The Log Collector takes approximately 60 seconds to return the test results. If it exceeds the time limit, the test times out and RSA NetWitness Platform displays an error message.

9. If the test is successful, click **OK**.  
The new event source is displayed in the Sources panel.
10. Repeat steps 4–9 to add another Salesforce plugin type.

## Salesforce Collection Configuration Parameters

The following tables describe the configuration parameter for the Salesforce integration with RSA NetWitness Platform. Fields marked with an asterisk (\*) are required.

The Add Source dialog is divided into **Basic** and **Advanced** sections.

## Basic Parameters

The following table describes the Basic parameters.

Parameter	Description
<b>Name *</b>	Enter an alpha-numeric, descriptive name for the source. This value is only used for displaying the name on this screen.
<b>Enabled</b>	Select the checkbox to enable the event source configuration to start collection. The checkbox is selected by default.
<b>Instance URL *</b>	To view instance details in Company Information: <ul style="list-style-type: none"> <li>In Salesforce Lightning Experience UI (LEX): <b>Setup &gt; Company Settings &gt; Company Information</b></li> <li>In Salesforce Classic UI (Aloha): <b>Setup &gt; Company Profile &gt; Company Information</b></li> </ul> <p>The URL should be <b>https://{instance}.salesforce.com</b>, where <b>{instance}</b> is the name of your organization instance.</p>
<b>User Name *</b>	Enter the user name you created, which has permissions to view the logs.
<b>Password *</b>	Enter the password that matches the <b>User Name</b> .
<b>Client ID *</b>	Enter your connected application Consumer key.
<b>Client Secret *</b>	Enter your connected application Consumer Secret.
<b>Production System</b>	By default, the environment type is set to <b>Production</b> . Clear this checkbox to use the sandbox instead. <ul style="list-style-type: none"> <li>For Production environment, OAuth uses <b>https://login.salesforce.com/services/oauth2/token</b> for the Token URL.</li> <li>For Sandbox environment, OAuth uses <b>https://test.salesforce.com/services/oauth2/token</b> for the Token URL.</li> </ul>
<b>Start From (In Days) *</b>	Enter the number of days, between 0 and 30. This represents the number of days in the past (using the current timestamp) from which to start collection. The default is <b>0</b> (current day).
<b>Userid Refresh Time * (In Hours)</b>	The time interval, in hours, to update the mapped <b>userid</b> (the username information stored in RSA NetWitness Suite from the User Salesforce API Object). By default, refresh time is set to 24 hours.
<b>Use Proxy</b>	Select to enable a proxy.
<b>Proxy Server</b>	If you are using a proxy, enter the proxy server address.
<b>Proxy Port</b>	Enter the proxy port.

Parameter	Description
<b>Proxy User</b>	Username for the proxy (leave empty if using anonymous proxy).
<b>Proxy Password</b>	Password for the proxy (leave empty if using anonymous proxy).
<b>Source Address</b>	A custom value chosen to represent the IP address for the Salesforce Event Source in the customer environment. The value of this parameter is captured by the <b>device.ip</b> meta key. This value can help you to query or group events collected by a particular instance of the plugin.
<b>Test Connection</b>	Checks the configuration parameters you set to verify they are correct.

### Advanced Parameters

Click  next to **Advanced** to view and edit the advanced parameters, if necessary.

Name	Description
<b>Polling Interval</b>	Interval (amount of time in seconds) between each poll. The default value is <b>180</b> . For example, if you specify 180, the collector schedules a polling of the event source every 180 seconds. If the previous polling cycle is still underway, the collector waits for that cycle to finish. If you have a large number of event sources that you are polling, it may take longer than 180 seconds for the polling to start because the threads are busy.  <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> The Salesforce event source generates events every 24 hours, and max polling interval can be set to 24 hours as well in RSA NetWitness. Therefore, RSA recommends setting the Polling Interval to 60 minutes, and then change as necessary, depending on the number of events, bandwidth and load of the system.</p> </div>
<b>Max Duration Poll</b>	Maximum duration, in seconds, of a polling cycle. A zero value indicates no limit. RSA recommends that you do not set this value to zero (0), since logs are collected every 24 hours. The collection of logs depends on the polling time + polling interval time set. The following factors contribute to how you should set these values: <ol style="list-style-type: none"> <li>1. Load on the system</li> <li>2. Number of events generated by the event source</li> <li>3. Bandwidth for data transfer from the event source to Log Collector or Remote/Virtual Log Collector.</li> </ol>
<b>Max Events Poll</b>	The maximum number of events per polling cycle (how many events collected per polling cycle).

Name	Description
<b>Max Idle Time Poll</b>	Maximum duration, in seconds, of a polling cycle. A zero value indicates no limit.
<b>Command Args</b>	Optional arguments to be added to the script invocation.
<b>Debug</b>	<div data-bbox="470 520 1364 636" style="border: 1px solid yellow; padding: 5px;"> <p><b>Caution:</b> Only enable debugging (set this parameter to On or Verbose) if you have a problem with an event source and you need to investigate this problem. Enabling debugging will adversely affect the performance of the Log Collector.</p> </div> <div data-bbox="470 653 1364 705" style="border: 1px solid yellow; padding: 5px;"> <p><b>Caution:</b> Enables or disables debug logging for the event source. Valid values are:</p> </div> <ul style="list-style-type: none"> <li>• <b>Off</b> = (default) disabled</li> <li>• <b>On</b> = enabled</li> <li>• <b>Verbose</b> = enabled in verbose mode - adds thread information and source context information to the messages.</li> </ul> <p>This parameter is designed to debug and monitor isolated event source collection issues. If you change this value, the change takes effect immediately (no restart required). The debug logging is verbose, so limit the number of event sources to minimize performance impact.</p>
<b>SSL Enable</b>	The check box is selected by default. Uncheck this box to disable SSL certificate verification.

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