

User Account Automation Log

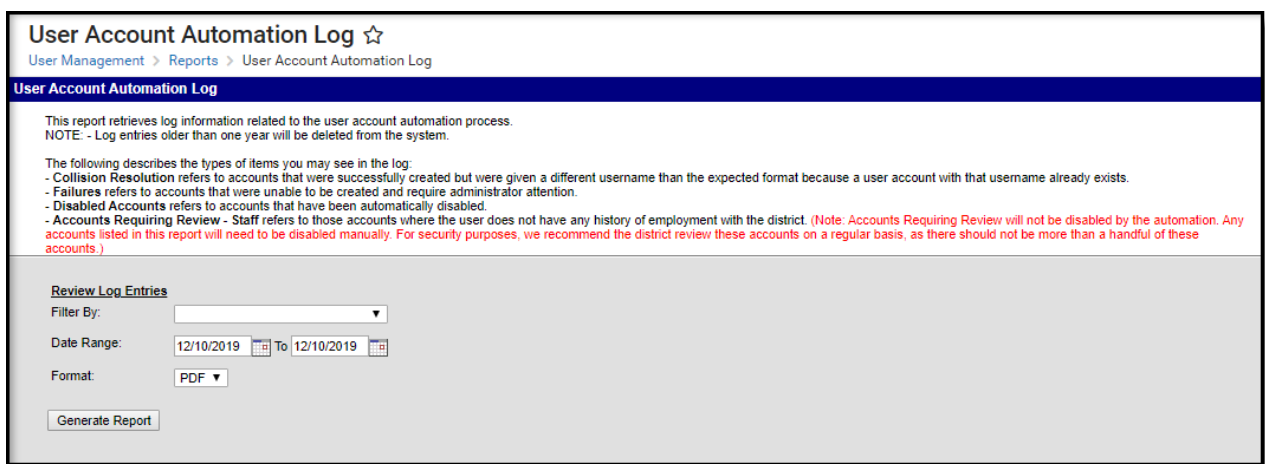
Last Modified on 10/22/2022 10:10 am CDT

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Classic View: [System Administration](#) > [User Security](#) > [Reports](#) > [User Account Automation Log](#)

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The User Account Automation Log allows users to view detailed information about user account username modifications, user account creation failures, and accounts automatically disabled via preferences set in the [Account Security Preferences](#) tool.



User Account Automation Log ☆

User Management > Reports > User Account Automation Log

User Account Automation Log

This report retrieves log information related to the user account automation process.
NOTE: - Log entries older than one year will be deleted from the system.

The following describes the types of items you may see in the log:

- Collision Resolution refers to accounts that were successfully created but were given a different username than the expected format because a user account with that username already exists.
- Failures refers to accounts that were unable to be created and require administrator attention.
- Disabled Accounts refers to accounts that have been automatically disabled.
- Accounts Requiring Review - Staff refers to those accounts where the user does not have any history of employment with the district. (Note: Accounts Requiring Review will not be disabled by the automation. Any accounts listed in this report will need to be disabled manually. For security purposes, we recommend the district review these accounts on a regular basis, as there should not be more than a handful of these accounts.)

Review Log Entries

Filter By:

Date Range: 12/10/2019 To 12/10/2019

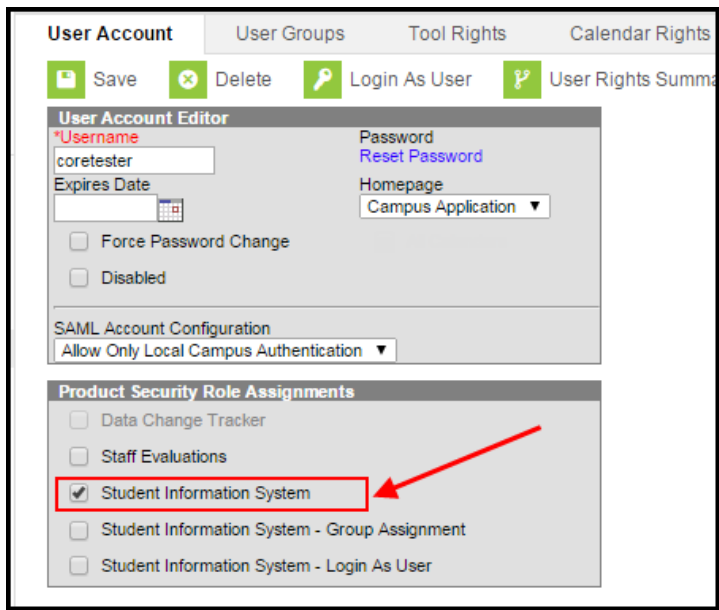
Format: PDF

Image 1: User Account Automation Log

Tool Rights

PATH: [System Administration](#) > [User Security](#) > [Users](#) > [Product Security Roles](#) > [Student Information System](#)

In order to access the User Account Automation Log, you must be granted the Student Information System [Product Security Role](#).



Prerequisites

In order for data to properly populate the User Account Automation Log, the following preferences must be enabled:

- The **Enable automatic creation of student accounts** preference via the [Account Security Preferences](#) tool must be enabled in order for data to populate the log based on Student Collision Resolutions and Failures.
- The **Automatically disable student accounts _ day(s) after enrollment end date** preference via the [Account Security Preferences](#) tool must be enabled in order for data to populate the log based on Student Disabled Accounts.
- The **Enable automatic creation of staff accounts** preference via the [Account Security Preferences](#) tool must be enabled in order for data to populate the log based on Staff Collision Resolutions and Failures.
- The **Automatically disable accounts after staff member is no longer employed by the district** preference via the [Account Security Preferences](#) tool must be enabled in order for data to populate the log based on Staff Disabled Accounts.

Generating the User Account Automation Log

This section will describe how to generate the User Account Automation Log.

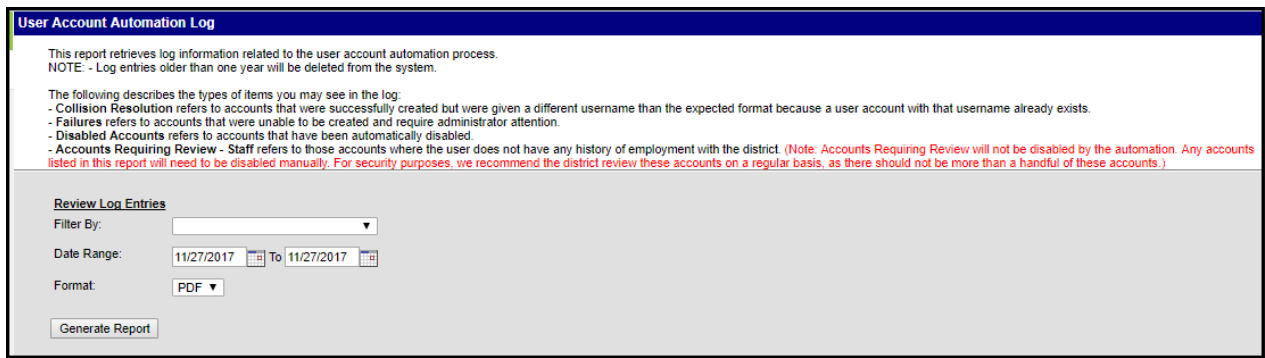


Image 3: Generate the User Account Automation Log

1. Select a **Filter By** option to determine what type of log entry is reported:
 - **Collision Resolution - Student** - Indicates which students were given an account username that was modified in order to prevent duplicate usernames within Campus.
 - **Collision Resolution - Staff** - Indicates which staff were given an account username that was modified in order to prevent duplicate usernames within Campus.
 - **Failures - Student** - Indicates which student accounts failed to be automatically created.
 - **Failures - Staff** - Indicates which staff accounts failed to be automatically created.
 - **Disabled Accounts - Portal** - Indicates which student accounts were automatically disabled via the criteria set in Account Security Preferences.
 - **Disabled Accounts - Staff** - Indicates which staff accounts were automatically disabled via the criteria set in Account Security Preferences.
2. Select a **Date Range**. Only account activity related to the Filter By criteria selected during the defined date range is reported.
3. Select the report **Format**.

In order to prevent time-out errors or performance issues, Campus highly suggests using the CSV format for result sets greater than 10k.

4. Click **Generate Report**. The report will appear in a separate window in the designated format.

Understanding the User Account Automation Log

The following sections describe each Filter By option:

- [Collision Resolution - Students](#)
- [Collision Resolution - Staff](#)
- [Failures - Students](#)
- [Failures - Staff](#)
- [Disabled Accounts - Portal](#)
- [Disabled Accounts - Staff](#)
- [Account Requiring Review - Staff](#)

Information presented in the User Account Automation Log is only available within Campus for a year past its event date. Attempting to generate the log for data that has occurred over a year past the date in which it happened will result in the data not appearing in the log.

Collision Resolution - Students

The Collision Resolution - Students log details all students who automatically had student accounts created but had a number appended to their username to prevent duplicate usernames.

Image 4: Collision Resolution - Students

For example, the students listed in Image 5 all had a number added to their username because the system attempted to generate a username that was already taken. In cases where multiple students have duplicate usernames, the number added to the username is incremented by 1 per student to ensure no duplication.

In the image below, two students named James Smith are given modified usernames (jam.smi1, jam.smi2) because another student already had a username of 'jam.smi'.

COUNTY PUBLIC SCHOOLS District		User Account Automation Log Report			
Generated on 04/28/2017 02:42:41 PM Page 1		Start Date: 04/01/2017 End Date: 04/28/2017			
User Type: student	Log Source: quartzStudentAccountCreationJob	Start Timestamp: 04/27/2017 01:24	End Timestamp: 04/27/2017 01:35		
Summary: There were 11273/11273 successful account creations for student. Of those successful account creations, 828 were resolutions of generated username collisions.					
Log Type: collisionResolution		Detail Message: Username collision resolution was used while generating the account			
Person ID	Name	Resulting Username	Person ID	Name	Resulting Username
	Smith, James	jam.smi1		Smith, James	jam.smi2
	Smith, Ryan	rya.smi1		Smith, Bentley	ben.smi1
	Smith, Brandon	bra.smi1		Smith, Kayla	kay.smi1
	Smith, Caroline	car.smi1		Smith, Robert	rob.smi1
	Smith, Michael	mic.smi1		Smith, Brittany	bri.smi1
	Smith, Brandt	bra.smi2		Smith, Samantha	sam.smi1

Image 5: Example of the Collision Resolution - Student Log

Collision Resolution - Staff

The Collision Resolution - Students log details all staff members who automatically had staff accounts created but had a number appended to their username to prevent duplicate usernames.

User Account Automation Log

This report retrieves log information related to the user account automation process.
NOTE: - Log entries older than one year will be deleted from the system.

The following describes the types of items you may see in the log:

- Collision Resolution refers to accounts that were successfully created but were given a different username than the expected format because a user account with that username already exists.
- Failures refers to accounts that were unable to be created and require administrator attention.
- Disabled Accounts refers to accounts that have been automatically disabled.
- Accounts Requiring Review - Staff refers to those accounts where the user does not have any history of employment with the district. (Note: Accounts Requiring Review will not be disabled by the automation. Any accounts listed in this report will need to be disabled manually. For security purposes, we recommend the district review these accounts on a regular basis, as there should not be more than a handful of these accounts.)

Review Log Entries

Filter By: Collision Resolution - Staff ←

Date Range: 11/27/2017 To 11/27/2017

Format: PDF

Image 6: Collision Resolution - Staff

For example, the staff listed in Image 7 all had a number added to their username because the system attempted to generate a username that was already taken. In cases where multiple staff have duplicate usernames, the number added to the username is incremented by 1 per staff to ensure no duplication.

When resolving collisions, the system will fill in missing numbers instead of adding additional numbers to user account names.

For example, if JohnDoe3 exists and JohnDoe1 gets deleted within Campus, if another John Doe is entered into Campus and has a username generated, the new John Doe would receive JohnDoe1 instead of the system incrementing it by one to JohnDoe4.

In the image below, two staff members are given modified usernames (testerjj1, testerjj2) because another staff member already has a username of 'testerjj'.

144 Trumbull District <small>Generated on 08/23/2017 11:27:45 AM Page 1</small>		User Account Automation Log Report <small>Start Date: 08/01/2017 End Date: 08/23/2017</small>	
User Type: staff Log Source: quartzStaffAccountCreationJob Start Timestamp: 08/01/2017 08:42 End Timestamp: 08/01/2017 08:42			
Summary: There were 1/1 successful account creations for staff. Of those successes, 1 were resolutions of generated username collisions.			
Log Type: collisionResolution		Detail Message: Username collision resolution was used while generating the account	
Person ID	Name		
50209	Tester, JJRolematch	testerjj1	
User Type: staff Log Source: employmentAssignmentSave Start Timestamp: 08/03/2017 12:19 End Timestamp: 08/03/2017 12:19			
Summary: There were 1/1 successful account creations for staff. Of those successes, 1 were resolutions of generated username collisions.			
Log Type: collisionResolution		Detail Message: Username collision resolution was used while generating the account	
Person ID	Name		
50208	Tester, J>Titlematch	testerjj2	

Image 7: Example of the Collision Resolution - Staff Log

Failures - Students

The Failures - Students log details all student accounts which failed to automatically be created due to network/system interruptions or other system failures occurring at the time student accounts were being created.

User Account Automation Log

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- Disabled Accounts refers to accounts that have been automatically disabled.
- Accounts Requiring Review - Staff refers to those accounts where the user does not have any history of employment with the district. (Note: Accounts Requiring Review will not be disabled by the automation. Any accounts listed in this report will need to be disabled manually. For security purposes, we recommend the district review these accounts on a regular basis, as there should not be more than a handful of these accounts.)

Review Log Entries

Filter By: Failures - Students ←

Date Range: 11/27/2017 To 11/27/2017

Format: PDF

Image 8: Failures - Students

Failures - Staff

The Failures - Staff log details all staff accounts which failed to automatically be created due to network/system interruptions, users failing to have an email address saved within Campus, users who have the same email address as another user within Campus, or other system failures occurring at the time staff accounts were being created.

User Account Automation Log

This report retrieves log information related to the user account automation process.
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The following describes the types of items you may see in the log:

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Review Log Entries

Filter By: Failures - Staff ←

Date Range: 11/27/2017 To 11/27/2017

Format: PDF

Image 9: Failures - Staff

In the example below (Image 10), issues with the Campus configuration resulted on account creation failures.

144 Trumbull District <small>Generated on 08/23/2017 11:32:08 AM Page 1</small>	User Account Automation Log Report <small>Start Date: 08/01/2017 End Date: 08/23/2017</small>								
<table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">User Type: staff</td> <td style="width: 25%;">Log Source: quartzStaffAccountCreationJob</td> <td style="width: 25%;">Start Timestamp: 08/10/2017 03:30</td> <td style="width: 25%;">End Timestamp: 08/10/2017 03:30</td> </tr> <tr> <td colspan="4">Summary: There is an error in configuration of the user account automation :There is no active title corresponding to this configuration setting. Please update your configuration.</td> </tr> </table>		User Type: staff	Log Source: quartzStaffAccountCreationJob	Start Timestamp: 08/10/2017 03:30	End Timestamp: 08/10/2017 03:30	Summary: There is an error in configuration of the user account automation :There is no active title corresponding to this configuration setting. Please update your configuration.			
User Type: staff	Log Source: quartzStaffAccountCreationJob	Start Timestamp: 08/10/2017 03:30	End Timestamp: 08/10/2017 03:30						
Summary: There is an error in configuration of the user account automation :There is no active title corresponding to this configuration setting. Please update your configuration.									
<table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">User Type: staff</td> <td style="width: 25%;">Log Source: quartzStaffAccountCreationJob</td> <td style="width: 25%;">Start Timestamp: 08/10/2017 11:45</td> <td style="width: 25%;">End Timestamp: 08/10/2017 11:45</td> </tr> <tr> <td colspan="4">Summary: There is an error in configuration of the user account automation :There is no active title corresponding to this configuration setting. Please update your configuration.</td> </tr> </table>		User Type: staff	Log Source: quartzStaffAccountCreationJob	Start Timestamp: 08/10/2017 11:45	End Timestamp: 08/10/2017 11:45	Summary: There is an error in configuration of the user account automation :There is no active title corresponding to this configuration setting. Please update your configuration.			
User Type: staff	Log Source: quartzStaffAccountCreationJob	Start Timestamp: 08/10/2017 11:45	End Timestamp: 08/10/2017 11:45						
Summary: There is an error in configuration of the user account automation :There is no active title corresponding to this configuration setting. Please update your configuration.									

Image 10 - Example of Staff Failures

Disabled Accounts - Portal

The Disabled Accounts - Portal log details all student accounts that were automatically disabled via the criteria set in the Automatically disabled student accounts _ day(s) after enrollment end date

preference.

- Disabled accounts are not stripped of their credentials. If an account is enabled after being disabled, the student can continue to use their same username and password.
- The disable process is not immediate and occurs overnight. In order to accurately view disabled accounts, please generate the log the day after disabling an account.
- Disabled accounts have the Disabled checkbox marked on there [User Account](#) tab. To enable the account, unmark this checkbox.
- Once a student's enrollment record is given an End Date, all parent accounts tied to the student are disabled as of the End Date unless the parent has other students tied to them who have an active or future enrollment record.

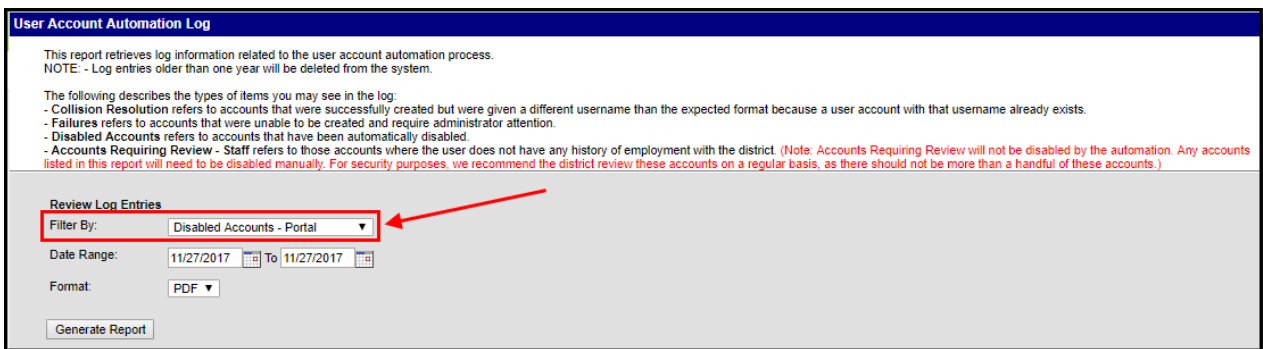


Image 11: Disabled Accounts - Portal

Disabled Accounts - Staff

The Disabled Accounts - Staff log details all student accounts that were automatically disabled via the **Automatically disable accounts after staff member is no longer employed by the district** preference.

- Disabled accounts are not stripped of their credentials. If an account is enabled after being disabled, the staff member can continue to use their same username and password.
- The disable process is not immediate and occurs overnight. In order to accurately view disabled accounts, please generate the log the day after disabling an account.
- Disabled accounts have the Disabled checkbox marked on there [User Account](#) tab. To enable the account, unmark this checkbox.

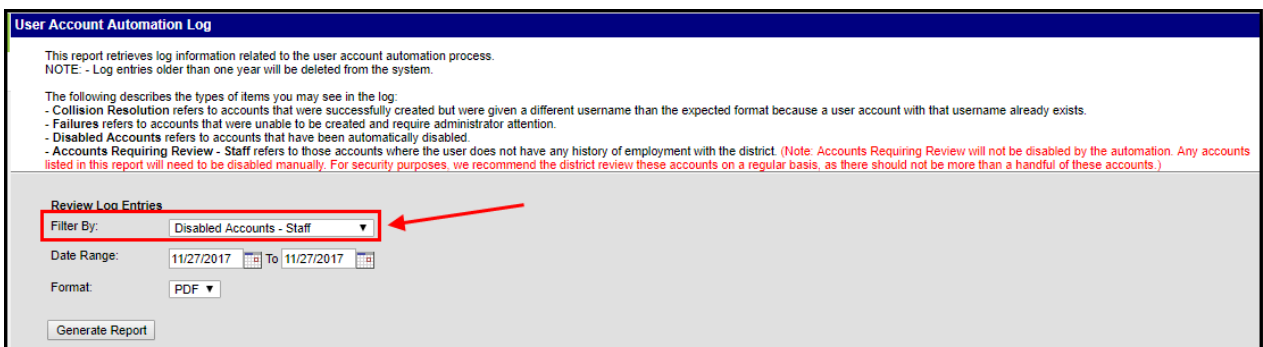


Image 12: Disabled Accounts - Staff

Below is an example of the log displaying recently disabled staff accounts.

144 Trumbull District Generated on 08/23/2017 11:38:53 AM Page 1		User Account Automation Log Report Start Date: 08/01/2017 End Date: 08/23/2017	
User Type: staff Log Source: autoDisableStaff Summary: There were 2/2 accounts successfully disabled for staff.		Start Timestamp: 08/03/2017 13:06 End Timestamp: 08/03/2017 13:06	
Log Type: disableStaff Detail Message: The staff account for this account was disabled based on the values configured on the Account Security Settings page.			
Person ID	Name	Person ID	Name
50191	JJStaffdisable, Scenario3	50207	Tester, JJStaff
User Type: staff Log Source: autoDisableStaff Summary: There were 1/1 accounts successfully disabled for staff.		Start Timestamp: 08/03/2017 13:37 End Timestamp: 08/03/2017 13:37	
Log Type: disableStaff Detail Message: The staff account for this account was disabled based on the values configured on the Account Security Settings page.			
Person ID	Name		
50218	Tester, JJDuplicate J		

Image 13: Example of Disabled Accounts

Account Requiring Review - Staff

The Account Requiring Review - Staff log details all staff user accounts which have no employment records ([district employment](#) or [district assignment](#) records). Because user accounts with no employment records are not disabled via the **Automatically disable accounts after staff member is no longer employed by the district** preference, it is important users regularly review this log to ensure the right accounts are active and manually deactivate any accounts found to be erroneous or in need of deactivation.

- To manually disable a user account, mark the Disabled checkbox on the [User Account](#) tab.
- Disabled accounts are not stripped of their credentials. If an account is enabled after being disabled, the staff member can continue to use their same username and password.

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Review Log Entries

Filter By: Account Requiring Review - Staff ▼ ←

Date Range: 11/27/2017 To 11/27/2017

Format: PDF ▼

Image 14: Account Requiring Review - Staff

Below is an example of the log displaying staff accounts which have no employment history ([district employment](#) or [district assignment](#) records).

070280000 Unified School District <small>Generated on 11/27/2017 03:28:28 PM Page 1</small>				Staff Accounts Requiring Review			
Person ID	Username	Name	Last Login	Person ID	Username	Name	Last Login
335	aadams	Adams, A	11/17/2017	88	dmb	Matthews, D	

Image 15: Example of Staff Accounts Requiring Review