How-To Guide

Configure Two-Factor Authentication (2FA) using Authenticator App

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Abstract

This document provides the steps to configure Two-Factor Authentication (2FA) on the user's mobile phone (Android and IOS) via the Authenticator App.

Note:

The screen/ figure references are only for illustration purpose and may not match the installed product UI.

Scope

The configuration details in this guide are consistent with Logcollect 9.4.

Audience

This guide is for the administrators responsible for configuring Two-Factor Authentication.

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1. Overview

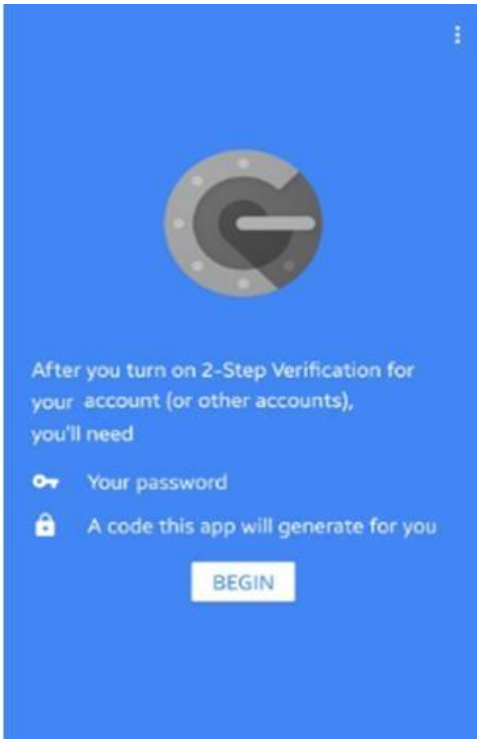
Logcollect 9.4 supports Two-Factor Authentication using the Google Authenticator App or Microsoft Authenticator App. The Two-Factor Authentication, also known as 2-step verification helps to secure the Logcollect account using a Password and an Authenticator PIN. The Authenticator configured on the phone provides an additional level of security to the account.

2. Configuring 2FA using the Authenticator App

1. Install the Authenticator App on your phone.

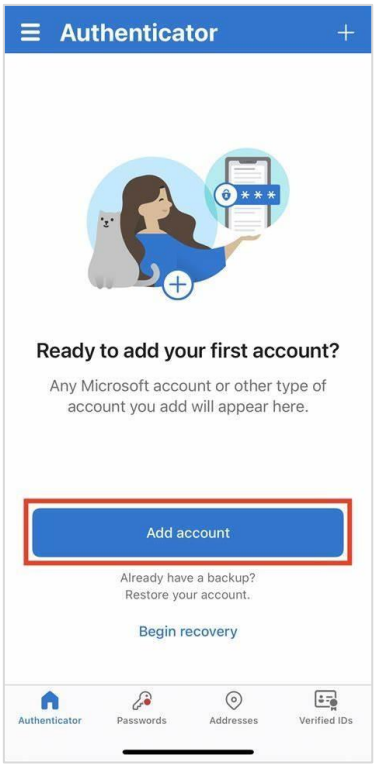
Note
The Authenticator screens vary according to the Authenticator apps and devices (Android or IOS).

2. Launch the Authenticator app. The following screen opens. Click **Begin** to proceed further.

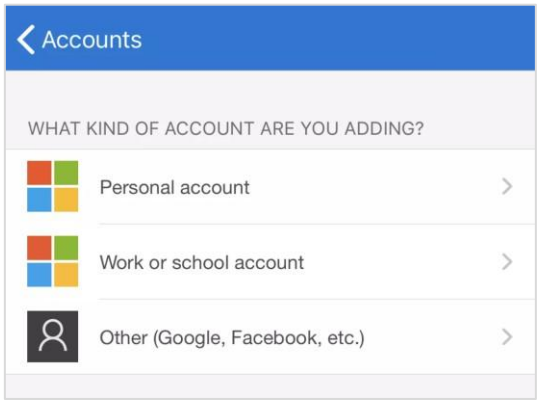


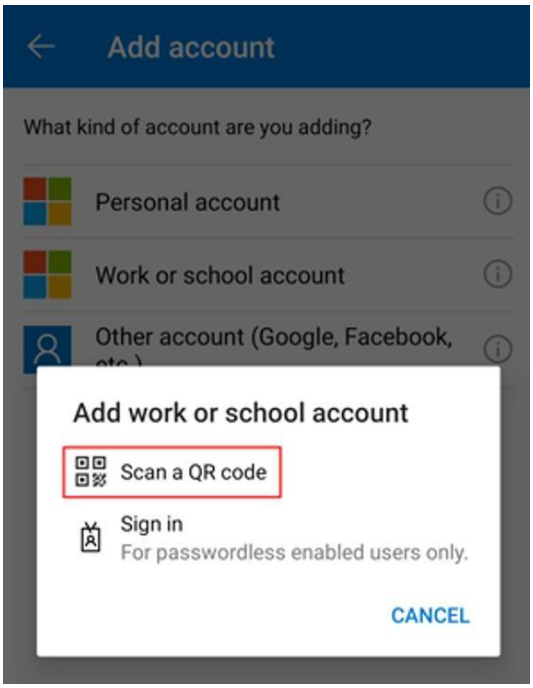
Note
If the Authenticator App is already installed on your phone and configured for any other application, this screen will not be displayed. Sample screenshots for the Google Authenticator and Microsoft Authenticator are provided below.

3. A screen to add an account will be displayed as shown below. Click **Add Account**.



4. On the next screen, select the type of account that you want to create.





5. An account can be added in two ways:
    a. Scan QR Code
    b. Enter Secret Key

The procedure is explained in the following sections.

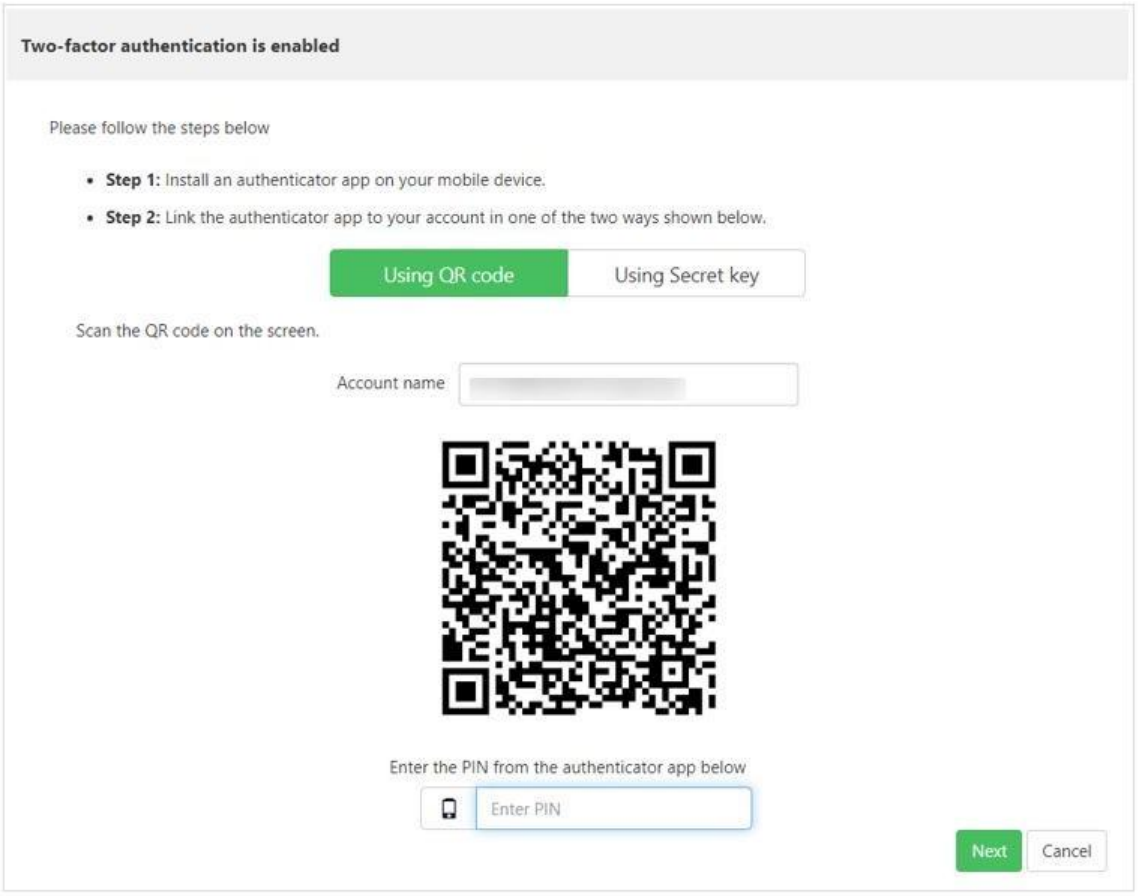
2.1 QR Code

1. Log in to the Logcollect Web console from your system with the username and password. The **Two-factor Authentication using Authenticator page** opens. The **QR Code** option is selected by default.

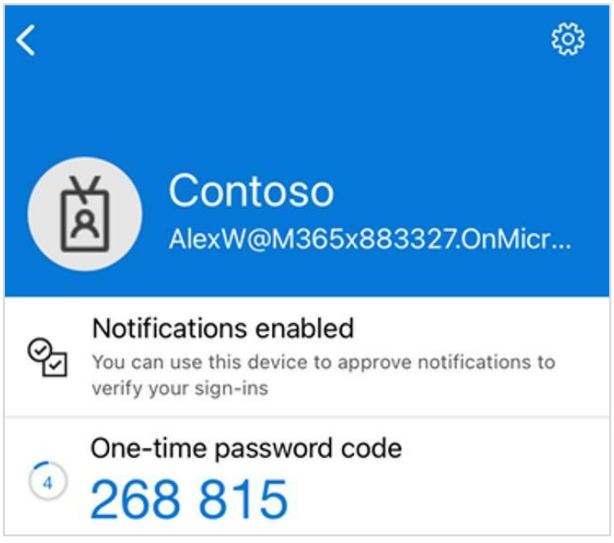
Note
This page is displayed only when your administrator has enabled 2FA for your account.

2. On the Authenticator App, select the **Scan QR Code** option and capture the QR code available on the screen.

Note
By default, the account name is captured as your Logcollect domain. If you wish to change it, enter the name as per your requirement and reload the QR code. Scan the same to proceed further.



3. After the QR code is scanned successfully, the account will be added, and upon clicking that, a PIN will be generated.



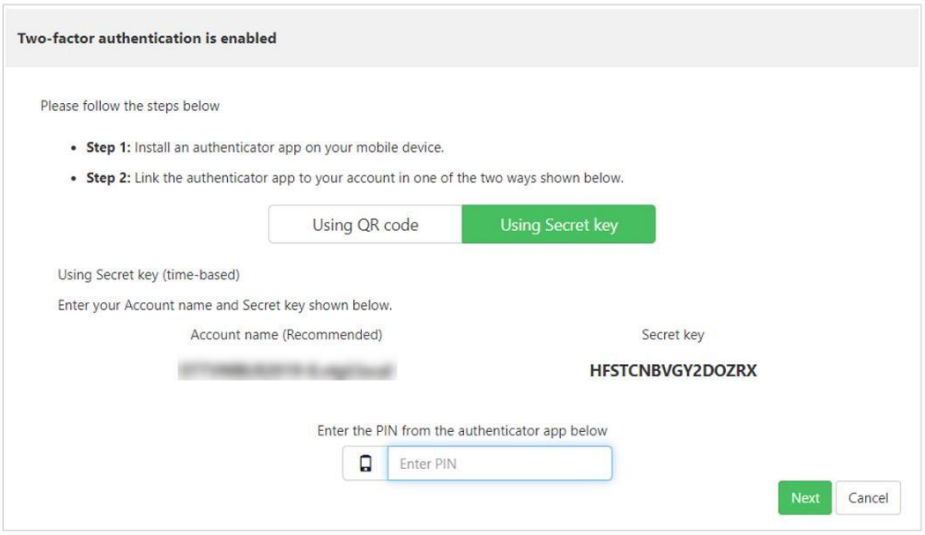
4. Enter the PIN on the Authenticator page and click **Next** to proceed further.

2.2 Secret Key

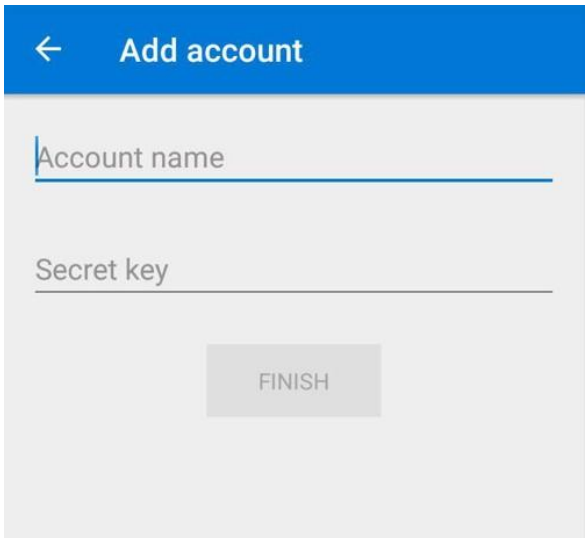
1. Log in to the Logcollect Web console from your system with the username and password. The **Two-factor Authentication Using Authenticator** page opens.

Note
This page is displayed only when your administrator has enabled 2FA for your account.

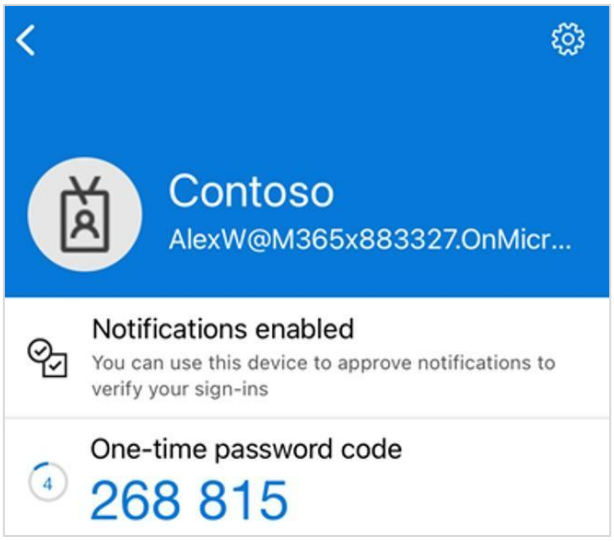
2. Select the **Using Secret key** button. A secret key will be generated as shown below:



3. On the Authenticator App, tap the **Other** option on your phone, then select **Or Enter Code Manually.**
4. A screen to enter the account details will open. Provide the account name and key.



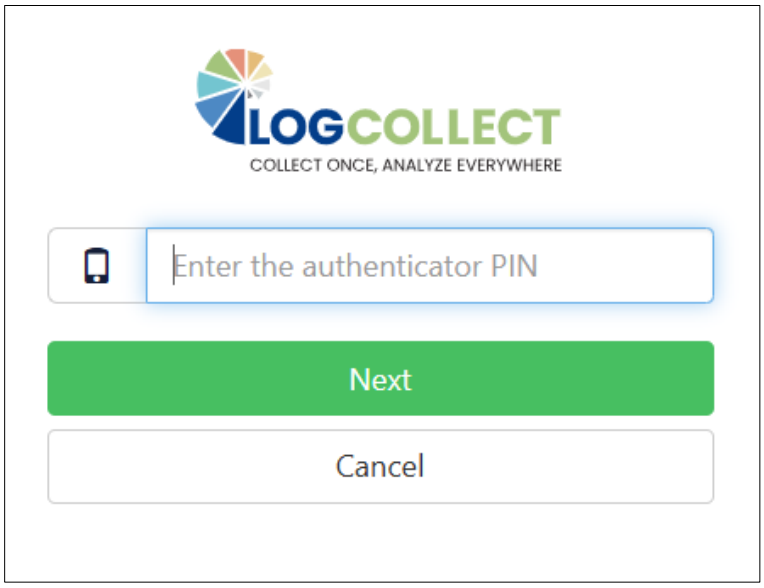
5. Click **Finish**.
6. A PIN will be generated as shown below:



7. Enter the PIN on the Authenticator page and click **Next** to proceed further.

3. Logging in to the Web Console after Configuring 2FA

Each time when you log in to the Logcollect Web console with the username and password, you will be prompted to enter the authentication PIN generated in the Authenticator app.

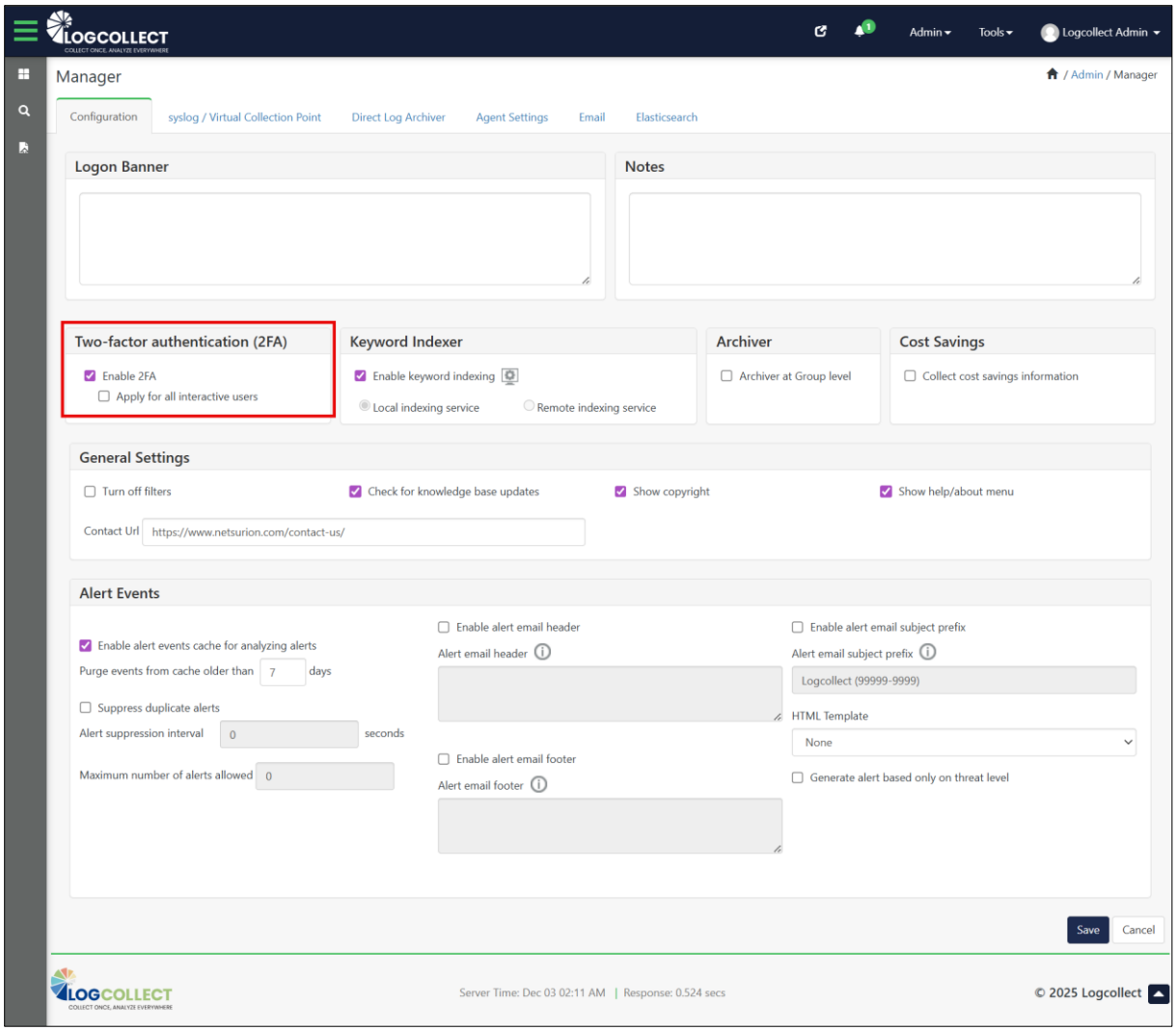


4. Enabling Two-Factor Authentication

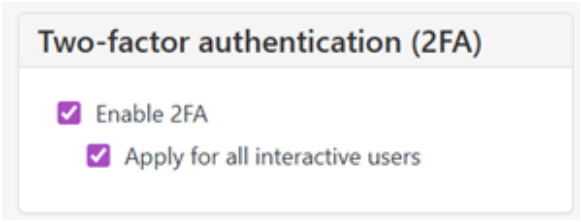
This section is for the Logcollect admins and User Management admins who manage the user accounts in Logcollect.

To enable the 2FA option in Logcollect 9.4, perform the following steps:

1. Log into Logcollect, click **Admin,** and then click **Manager.**
2. The **Manager screen** appears as shown below. Enable **2FA Authentication**.



3. Enabling the 2FA option also enables the option **Apply for all users**. This will enable 2FA for all the users excluding the Logcollect admins.



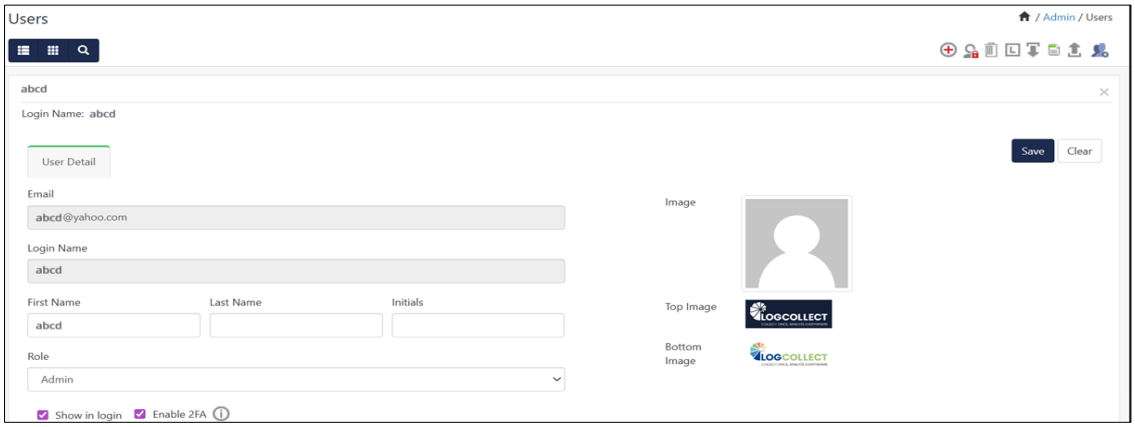
4. You can also disable the option if you decide not to apply 2FA for all the users.

4.1 Enabling 2FA for Individual Users

This feature applies to Logcollect admins, MSP admins, MMSP admins, and those who manage the user accounts.

1. Click **Admin** > **Users.** The user page appears as shown below:

2. To enable/disable the 2FA authentication option for the individual user level, click the **Edit** icon.



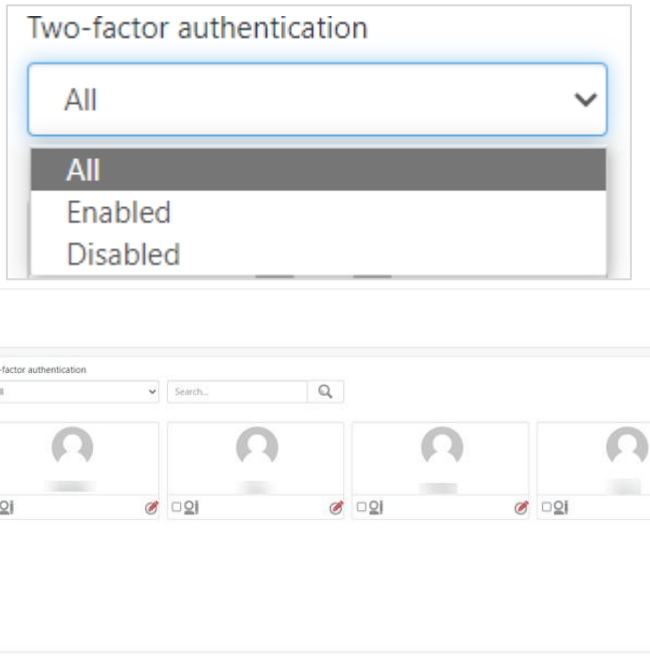
Note

- 2FA can be either enabled or disabled based on the requirements.
- Disabling 2FA will allow the user to log into the Logcollect Web console with just a username and password.

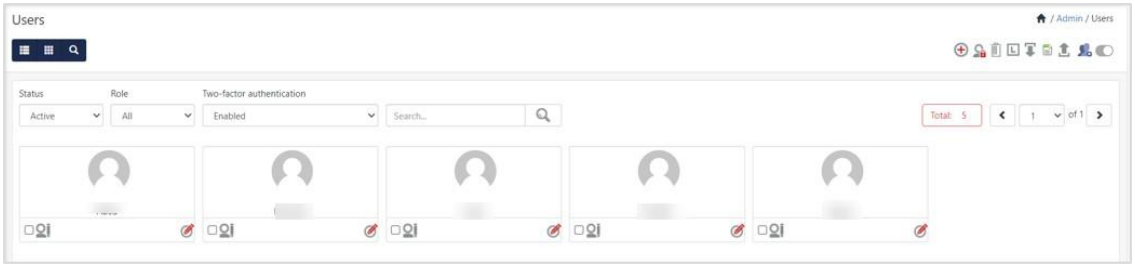
4.2 Enabling 2FA for All Users

This feature applies to Logcollect admins, MSP admins, MMSP admins, and those who manage the user accounts.

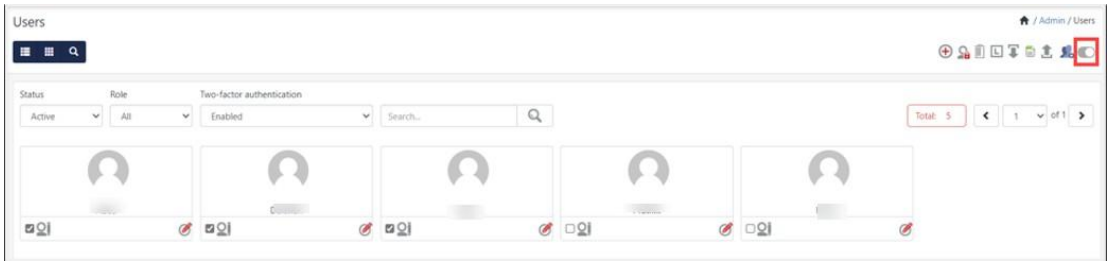
1. Click the **Two-factor authentication** drop-down and choose **All** to display all the users.



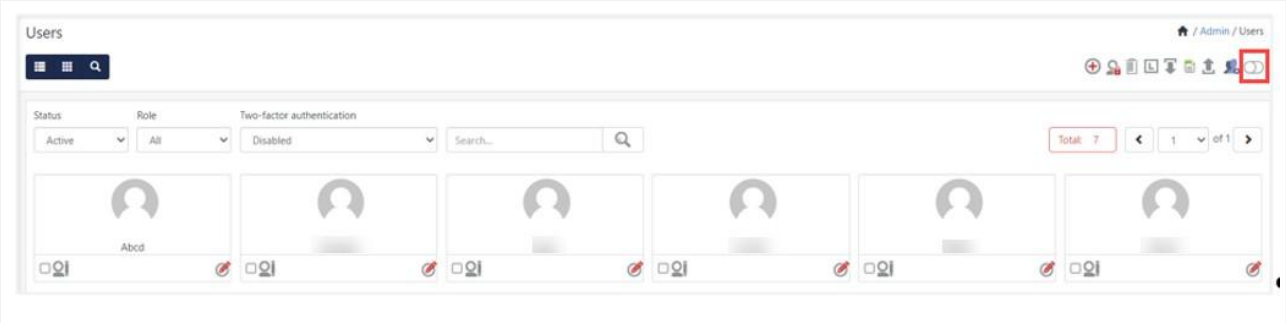
2. From the same drop-down, select **Enabled** and all the users for whom the Two-Factor authentication is enabled will be displayed.



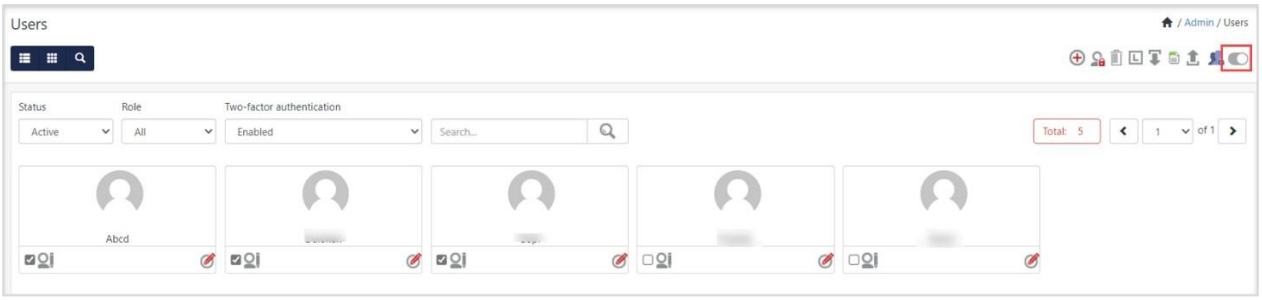
3. Select the users you wish to disable 2FA and click the toggle button on the top-right corner to disable 2FA.



4. Similarly, select **Disabled** from the drop-down, and all the users for whom the Two-Factor authentication is disabled will be displayed.



5. Select the users you wish to enable 2FA, and click the toggle button on the top right corner to enable 2FA.



5. FAQ's

1. **What shall I do if I have more than one Logcollect Web console login?**

   You need to configure different accounts in the Authenticator App. By default, the account Name is set to the login URL domain. However, you can choose to select your account name at your convenience.

2. **What shall I do if I accidentally delete the account configured on the Authenticator App?**

   Please contact your Logcollect Administrator to reset the 2FA for your account. Once reset, you will be presented with the 2FA configuration screen upon your login to the Logcollect Web console.

3. **What shall I do if I lose my mobile or buy a new mobile?**

   Please contact your Logcollect Administrator to reset the 2FA for your account. Once reset, you will be presented with the 2FA configuration screen upon your login to the Logcollect Web console.

About Logcollect

Logcollect is a software-only telemetry pipeline which supports the collection, enrichment, transformation and routing of security data from sources to multiple destinations. It is targeted to security operations that are struggling with distributing large volumes of disparate data, high operational costs, alert fatigue and missed threats. It is available as a software license or hosted in AWS. It is backed by a team that has extensive experience with security logging, SIEM and regulatory compliance. Collect once, analyze everywhere.

Headquartered in Ft. Lauderdale, FL, Logcollect is a leader in Log Collection. Learn more at www.Logcollect.com.

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