

# Guide to secure your **Log360 installation**



**ManageEngine**  
**Log360**

[www.manageengine.com/log-management](http://www.manageengine.com/log-management)

## Description

The Log360 installation directory contains important files required for the product to function properly, including the license file and files needed to start and stop the product. Unauthorized access to the installation directory could mean a user is tampering with the directory's contents, leading to security risks like sensitive data exposure, or even making the product unusable. This document discusses the measures to prevent unauthorized users from accessing the Log360 installation directory and modifying its contents.

## Solution

To overcome unauthorized access to the Log360 installation directory for Windows, follow the steps outlined below, based on the build versions of Log360 installed.

1. For new Log360 installations 5345 & above
2. For existing Log360 installations lower than 5345

### 1. For new Log360 installations 5345 & above

The following user accounts are automatically provided access to the installation directory to ensure file security and integrity:

- Local system account
- User account used during product installation
- Administrators group

**Important:** If the product is installed as a service, ensure that the account configured under the **Log On** tab of the service's properties has been assigned Full Control permission for the installation directory.

### 2. For existing Log360 installations lower than 5345

Unauthorized users can be prevented from accessing the Log360 installation directory for builds lower than 5345 in two ways:

- I. Run the **setAppPermission.bat** file
- II. Modify required permissions manually

#### I. Run the SetPermission.bat file

With this method, access to the installation directory is automatically restricted to only the necessary accounts. There are two ways to do this:

**Option 1:** Update to build 5345. Navigate to the "<Installation Directory>/bin" folder (by default **C:\Program Files\ManageEngine\Log360\bin**) and run the **setAppPermission.bat** file from the elevated Command Prompt.

**Option 2:** Download the zip file using [this link](#). Extract the zip and move "**setAppPermission.bat**" to the "<Installation Directory>/bin" folder.

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22621.2428]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>cd "C:\Program Files\ManageEngine\Log360\bin"

C:\Program Files\ManageEngine\Log360\bin>setAppPermission.bat
Successfully processed 4643 files; Failed processing 0 files
Successfully processed 4643 files; Failed processing 0 files
Successfully processed 1 files; Failed processing 0 files
Successfully processed 4643 files; Failed processing 0 files
Successfully processed 4643 files; Failed processing 0 files

C:\Program Files\ManageEngine\Log360\bin>_
```

## II. Modify required permissions manually

To modify access permissions on the Log360 installation directory for unnecessary groups/user accounts manually, follow the steps outlined below.

1. Disable inheritance for the **installation directory** (by default **C:\Program Files\ManageEngine\Log360**). Refer to the [appendix](#) for step-by-step instructions.
2. Remove access permissions for all the unnecessary groups. Refer to the [appendix](#) for step-by-step instructions.
3. Provide Full Control permissions to the following for the product's installation directory:
  - i. Local system account
  - ii. Administrators groupRefer to the [Appendix](#) for step-by-step instructions.
4. Assign Full Control permission for the installation directory folder to users who can start/stop the product. Refer to the [appendix](#) for step-by-step instructions.
5. If the product is installed as a service, ensure that the account configured under the **Log On** tab of the service's properties has been assigned Full Control permission for the installation directory.

### Notes:

- Microsoft recommends that software is installed in the **Program Files** directory. Based on your specific needs or organizational policies, you can choose a different location.
- The steps mentioned in this guide are applicable to all child products of Log360 installed inside **ManageEngine** folder (by default **C:\Program Files\ManageEngine**).

## Appendix

### Steps to disable inheritance

1. Right-click the **folder** and select **Properties**.
2. Go to the **Security** tab and click **Advanced**.
3. Click **Disable inheritance**.
4. Click **Convert inheritance permission to explicit permissions on this object**.
5. Click **Apply** and then **OK**.

### Steps to remove unnecessary accounts from ACL

1. Right-click the **folder** and select **Properties**.
2. Go to the **Security** tab and click **Edit**.
3. Select all the unnecessary groups and click **Remove**.
4. Click **Apply** and then **OK**.

### Steps to assign Full control permissions to users/groups

1. Right-click the folder and select **Properties**.
2. Go to the **Security** tab and click **Edit**.
3. Click **Add**.
4. Enter the name of the user or group, and click **OK**.
5. Under the **Permission for Users** section, check the box under the Allow column for the Full Control permission.
6. Click **Apply** and then **OK**.

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## About ManageEngine Log360

Log360 is a unified SIEM solution with integrated DLP and CASB capabilities that detects, prioritizes, investigates, and responds to security threats. It combines threat intelligence, machine learning-based anomaly detection, and rule-based attack detection techniques to detect sophisticated attacks, and offers an incident management console for effectively remediating detected threats. Log360 provides holistic security visibility across on-premises, cloud, and hybrid networks with its intuitive and advanced security analytics and monitoring capabilities.

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