Agent Dialog Defaults & Customization

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Updated: August 2023

This is the Custom dialog information for the CyberFOX demo environment of AutoElevate.

Custom Dialogs KB article: https://support.autoelevate.com/hc/en-us/articles/360034656111

This document outlines each different dialog that is available to override, when it appears, and what the default messaging is. As you will see, by default some dialogs have variations of wording depending on whether you have a "Ticketing System" integration setup or not. If ticketing is setup, where available, the $TICKET_NUMBER variable can be used to insert that value into your custom text when it is shown to the end-user.

You can also use HTML tags in your messaging for formatting, line breaks, and coloring **except for Pre-Request/Alert Title**. Please avoid changing the size of the text as the default sizes are set based on the overall UI/UX that has been specifically designed for each screen.

> Example: <img src="https://www.shutterstock.com/MyFiles/Logo_Main_Security_tagline398x86.png" width="398" height="86" alt="AutoElevate" id="logo" data-height-percentage="70" data-actual-width="398" data-actual-height="86"> *

You must be an Administrator to configure Global Settings. For more information on Roles and User Management, visit - https://support.autoelevate.com/hc/en-us/articles/360018899091-User-Management-from-the-Admin-Portal

To begin making setting changes in your AutoElevate Portal:
Navigate to Settings > Agent Customizations & Behavior and click the Pencil Icon in order to Edit "Agent Dialog Message Overrides"

> Multi-Level Settings – Allow you to customize Dialog Messages down to the individual device level if desired.

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Pre-Request/Alert Title

When does this appear? When the agent detects a UAC prompt and asks the end-user if they want to make a Request.

Default Title: We've noticed that you just tried to run:

Default Message: Is this correct?

<u>**Pre-Request**</u>
Title: Hello I'm your Admin Access Assistant
<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-Horizontal-Logo.png" alt="CyberFOX" width="200"><b style="color:#0f5dac">
<h3>Hello, I'm Here To Help!</h3></b style>
<h4>So what happened? Well you need Admin rights to continue!</h4>
<h4>Would you like to submit this request to the cybersecurity team for review against your organizations security policy?</h4>
<h6><b style="color:red">If you did not initiate this request please contact us at (777) 555-1234</center>

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Realtime Timer - Appears

When does this appear? When an end-user makes a Request and the timer appears.

Default Title: (No Title)

Default Message: Please stand by for a few moments while we get approval from your administrator.

Realtime Timer – Appears
\<center>\<img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-Horizontal-Logo.png" alt="CyberFOX" width="200">\<h3>\<b style="color:#0f5dac">Hang Tight, Sending This Live...\</b style>\</h3>
\<h4>It's in route to the CyberFOX cybersecurity team for approval!\</h4>
\<h4>Give them just a few moments to review against the company security policy and make sure it is safe to proceed...\</h4>\</center>

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Realtime Timer - Disabled

When does this appear? When an end-user makes a Request, but no timer appears.

Default Title: (No Title)

Default Message: A notification has been sent. You'll be notified on how to proceed with the next steps of your request as soon as our technical team has finished their evaluation. Thank you for your patience.

Default Message (with ticketing): A notification has been sent and a service ticket has been opened (Ticket #$TICKET_NUMBER). You'll be notified on how to proceed with the next steps of your request as soon as our technical team has finished their evaluation. Thank you for your patience.

Realtime Timer – Disabled

```
<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-
Horizontal-Logo.png" alt="CyberFOX" width="200"><br>
<H3><b style="color:#0f5dac">Your request has been submitted for review</b style></h3>
<H4> For your reference <b style="color:red">Ticket #$TICKET_NUMBER </b style></h4>
<h4>Don't worry, the system will automatically notify you!</h4></center>
```

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Realtime Timer - Time Ran Out

When does this appear? When the time runs out before a Request can be approved or denied.

Default Title: (No Title)

Default Message: Sorry for the wait! Real-Time approval is taking longer than expected. A notification has been sent. You'll be notified on how to proceed with the next steps of your request as soon as our technical team has finished their evaluation. Thank you for your patience.

Default Message (with ticketing): Sorry for the wait! Real-Time approval is taking longer than expected. A notification has been sent and a service ticket has been opened (Ticket #$TICKET_NUMBER). You'll be notified on how to proceed with the next steps of your request as soon as our technical team has finished their evaluation. Thank you for your patience.

Realtime Timer – Time Ran Out

<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-Horizontal-Logo.png" alt="CyberFOX" width="200">
<H3><b style="color:#0f5dac">Hold on Just a Tick More!</b style></h3>
<H4>We are working diligently to answer these as quickly as possible</h4>
<h4>in the interim I went ahead and created a service ticket for your reference <b style="color:red">Ticket #$TICKET_NUMBER.</h4>
<h4>Don't worry though the system will automatically notify you!</h4></center>

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Realtime Denied

When does this appear? When a Request is denied while the timer is still counting down.

Default Title: (No Title)

Default Message: We're sorry to inform you that the request for this has been denied by your administrator.

Default Message (with ticketing): We're sorry to inform you that the request for this has been denied by your administrator. A service ticket has been opened (Ticket #$TICKET_NUMBER) and will likely include additional information.

Realtime Denied

```
<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-
Horizontal-Logo.png" alt="CyberFOX" width="200"><br><img
src="https://t3.ftcdn.net/jpg/04/05/57/28/240_F_405572816_sN121zRu0Lm492cSLs5G2mC7h2
IlH2Uz.jpg" width="200">
<h4>So sorry this is restricted under your company security policy.</h4>
<h4>Don't feel bad though you know we even deny Batman sometimes!</h4>
<h5><b style="color:red">If you need additional help on this matter please call us at (777) 555-
1234</h5></center>
```


So sorry this is restricted under your company security policy.

Don't feel bad though you know we even deny Batman sometimes!

If you need additional help on this matter please call us at (777) 555-1234

Agent Dialog Defaults & Customization

App Already Denied by Rule

When does this appear? When an end-user tries to elevate something that already has a Rule set to "Deny".

Default Title: We've noticed that you just tried to run:

Default Message: Unfortunately this application has been blocked by your administrator.

App Already Denied by Rule

Title: Automated Security Policy Rule Activated...

<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-Horizontal-Logo.png" alt="CyberFOX" width="200">
<img src="https://t3.ftcdn.net/jpg/04/05/57/28/240_F_405572816_sN121zRu0Lm492cSLs5G2mC7h2IlH2Uz.jpg" width="200">
<h2>Stranger Danger!</h2>
<h4>I really apologize for the inconvenience at this time this action is restricted under your company security policy.</h4>
<h5><b style="color:red">If you need additional help on this matter please call us at (777) 555-1234</h5></center>

Stranger Danger!

I really apologize for the inconvenience at this time this action is restricted under your company security policy.

If you need additional help on this matter please call us at (777) 555-1234

Agent Dialog Defaults & Customization

Denied - One Time

When does this appear? When a Request is denied for "This Request" (One Time Denial – No Rule Created)

Default Title: Single Request Denied for:

Default Message: Your request was denied in this single instance ONLY.

Default Message (with ticketing): Your request was denied in this single instance ONLY. (Ticket #$TICKET_NUMBER).

Denied – One Time

Title: It Seems This Is Against Security Policy…

```
<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-
Horizontal-Logo.png" alt="CyberFOX" width="200"><br><img
src="https://t3.ftcdn.net/jpg/04/05/57/28/240_F_405572816_sN121zRu0Lm492cSLs5G2mC7h2
IlH2Uz.jpg" width="200"><br><h4>So sorry the Security team is not allowing this at this
time.</h4>
<h4>You could always try again tomorrow! I know, I know, security stinks.</h4>
<h5><b style="color:red">If you need additional help on this matter please call us at (777) 555-
1234</h5></center>
```


So sorry the Security team is not allowing this at this time.

You could always try again tomorrow! I know, I know, security stinks.

If you need additional help on this matter please call us at (777) 555-1234

Agent Dialog Defaults & Customization

Denied - Rule Made

When does this appear? When a Request is denied and a Rule is made for either the Computer, Location, Company, or All Companies.

Default Title: Request Denied for:

Default Message: Your request was denied and cannot be launched in the future.

Default Message (with ticketing): Your request was denied and cannot be launched in the future. (Ticket #$TICKET_NUMBER)

Denied – Rule Made

Title: Security Rule Created... Denied

```
<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-
Horizontal-Logo.png" alt="CyberFOX" width="200"><br><img
src="https://t3.ftcdn.net/jpg/04/05/57/28/240_F_405572816_sN121zRu0Lm492cSLs5G2mC7h2
IlH2Uz.jpg" width="200"><br><h4>So sorry the Security team is not allowing this at this
time.</h4>
<h4>Oh and don't it try again tomorrow! I know, I know, security stinks.</h4>
<h5><b style="color:red">If you need additional help on this matter please call us at (777) 555-
1234</h5></center>
```


So sorry the Security team is not allowing this at this time.

Oh and don't it try again tomorrow! I know, I know, security stinks.

If you need additional help on this matter please call us at (777) 555-1234

Agent Dialog Defaults & Customization

Approved - One Time

When does this appear? When a Request is approved for "This Request" (One Time Approval – No Rule Created)

Default Title: Single Request Approved for:

Default Message: Your request was approved in this single instance ONLY. To try and launch it now, click 'OK'. If it doesn't launch, please launch it again manually.

Default Message (with ticketing): Your request was approved in this single instance ONLY. (Ticket #$TICKET_NUMBER). To try and launch it now, click 'OK'. If it doesn't launch, please launch it again manually.

> ### Approved – One Time
>
> **Title:** Request Approved
>
> ```
> <center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-
> Horizontal-Logo.png" alt="CyberFOX" width="200"><center>
> <img
> src="https://t3.ftcdn.net/jpg/05/00/94/80/240_F_500948030_tIyC3ywuRWbi0RvxOWV76Suwrc
> Kyaq8t.jpg" width="200">
> <h3>To launch it now click OK. <BR>or click 'Later' to manually launch it some other
> time</h4></center>
> ```


To launch it now click OK.
or click 'Later' to manually launch it some other time

Agent Dialog Defaults & Customization

Approved - Rule Made

When does this appear? When a Request is approved and a Rule is made for either the Computer, Location, Company, or All Companies.

Default Title: Request Approved for:

Default Message: Your request was approved and can be launched in the future without further approval. To try and launch it now, click 'OK'. If it doesn't launch, please launch it again manually.

Default Message (with ticketing): Your request was approved and can be launched in the future without further approval. (Ticket #$TICKET_NUMBER). To try and launch it now, click 'OK'. If it doesn't launch, please launch it again manually.

> ### Approved – Rule Made
>
> **Title:** Security Rule Created... Approved
>
> <center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-Horizontal-Logo.png" alt="CyberFOX" width="200"><center>
> <img src="https://t3.ftcdn.net/jpg/05/00/94/80/240_F_500948030_tIyC3ywuRWbi0RvxOWV76Suwrc Kyaq8t.jpg" width="200">
> <h3>To launch it now click OK.
or click 'Later' to manually launch it some other time</h4></center>

To launch it now click OK.
or click 'Later' to manually launch it some other time

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Duplicate Request

When does this appear? When an end-user tries to make a Request for something that they already have a Pending Request for.

Default Title: Duplicate Request - Already processing a request for:

Default Message: Once the technical team has completed their evaluation, you will immediately be notified on this machine. If approved, you will be given the ability to re-launch or continue this process with elevated privileges. Thank you for your patience!

Default Message (with ticketing): Ticket #$TICKET_NUMBER has been opened and the issue is being tracked. Once the technical team has completed their evaluation, you will immediately be notified on this machine. If approved, you will be given the ability to re-launch or continue this process with elevated privileges. Thank you for your patience!

Duplicate Request

Title - Hello I See Your Checking In On This Again

<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-Horizontal-Logo.png" alt="CyberFOX" width="200">
<h3><b style="color:#0f5dac">I noticed you've requested this previously.</h3></b style>
<h4>Patience young Padawan... The Force is strong with this one...</h4>
<h5><b style="color:red">If you need immediate assistance please call us 777-555-1234 and reference #$TICKET_NUMBER which I updated for you</h5></center>

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Credential Input

When does this appear? On the first time an application is launched that has a corresponding "Approved Rule" set to "User Elevation". Or on the first time an approved application (any elevation type) is launched from a network share. Once the credential is input by the user, this dialog won't appear again unless their password changes.

Default Title: Save Your User Credentials

Default Message: We are optimizing your user credential so that you can run approved applications and processes using Admin Privileges. This step will only need to be done initially while we secure your computer with our Privilege Management system and then again periodically when your password changes. To complete this 1-Time setup and proceed with elevation of your requested application, please enter your Windows password.

Credential Input

Title - I Need Some Info From You

<center><img src="https://www.cyberfox.com/wp-content/uploads/2022/06/CyberFox-Horizontal-Logo.png" alt="CyberFOX" width="200">
<h3><b style="color:#0f5dac">Please Type Your Windows Login Password Below</b style></h3>
<h4>Yea, this is kinda awkward. See I know we told you never to do this unless trust the source</h4>
<h4>Well you can trust this, it's really us, its really legit and it won't work right unless you do.</h4>
<h4>Trust us it'll be ok.</h4>
<h5><b style="color:red">If you didn't request access please contact us at (777) 555-1234 ASAP</h5></center>

Please Type Your Windows Login Password Below

Yea, this is kinda awkward. See I know we told you never to do this unless trust the source

Well you can trust this, it's really us, its really legit and it won't work right unless you do.

Trust us it'll be ok.

If you didn't request access please contact us at (777) 555-1234 ASAP