

Enterprise Self Service

Configuring Different Domains

Active Directory, OpenLadap, Office365, Salesforce, Googleapps

Software version 5.0.0.0



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Introduction

CionSystems Enterprise Self-Service gives users the ability to securely manage security, credentials and profile, as well as, reset passwords. This allows administrators to implement stronger Policies and reduce help- desk workload. Enterprise Self-Service provides a simple, secure web-based solution that allows users to reset forgotten passwords and unlock their domain, Microsoft Azure, Google apps, Sales Force, OpenIdap and Office 365 accounts. This is done via answering challenge questions or one time passwords (OTP) presented during the reset process, through email or SMS notifications, or via interactive voice response.

CionSystems Enterprise Self-Service generates comprehensive audit reports, including: locked out users, users whose password will expire Soon, and users with expired passwords. The reports provide a clear picture of the user account status of Active Directory and Office 365 accounts. Reports can also be scheduled to run automatically and then emailed to selected individuals or groups. This gives administrators control and supplies notifications and increases productivity and efficiency.

The Enterprise Self-Service also provides detailed audit features that shows which accounts, passwords, and parameters were modified, when and by whom. Users can update their personal information using Enterprise Self-Service's web based console's Self Update feature. In addition, users can self manage their group memberships. Administrators can grant users controlled access to update Active Directory and Azure Active Directory/Office 365 attributes, such as contact details, their picture, or location.

Enterprise Self-Service includes an Administrative Portal, Power user portal and User portal. Administrative users configure the self-service portal, audit, customize the portals, manage users, and delegate authority via the Administrative Portal. The Administrative Portal also provides elevated privileges, set access to directory attributes, set scopes of authority, and the ability to delegate tasks to non-administrators.

Features

- Dashboard
- Reports and audit logs
- User Management
- Group Management Self Entitlement and Access management
- Temporary Group Membership Management
- OU Management
- Management 3 levels user, manager and object owner
- Delegation and scoping of configuration, search, password reset, account unlock, etc.
- Self Service password reset and account unlock
- Password synchronization between local domain, Virtual Directories, OpenLDAP, Microsoft Windows Azure, Microsoft Office 365, Google Apps, Sales Force, SAP or any other SaaS, PaaS or on-premise directory or applications

System Requirements

CionSystems Enterprise Self-Service Requirements:

- 8GB RAM
- 50 MB of disk space.
- Web Browser IE 5.5 or higher.
- Windows Server 2000, 2003, 2008, 2008R2, 2012, 2012R2, 2016
- IIS server 5.1 or higher.
- Microsoft .NET 4.0 Framework.
- Optional Access to Exchange Server 2003, Exchange Server 2007 or higher.
- Access to Windows Active Directory (2000, 2003, 2008, 2012, 2016).
- SQL Server 2008 or higher Full or Express Edition.
- Windows Installer 3.1.
- Optional For exchange 2007(or higher) support, please install Exchange 2007 (or higher) management tools on your system.

Microsoft Azure | Office365 - Install the cmdlets

To begin using the Office 365 cmdlets, they must be installed on the machine hosting Enterprise Self Service. The requirements for installing the Office 365 cmdlets are as follows

The following files must be installed

AdministrationConfig-EN.msi

msoidcli_64.msi

Download links: Microsoft Online Services Sign-In Assistant

<u>Windows Azure Active Directory Module for Windows PowerShell (32-bit</u> <u>version)</u> <u>Windows Azure Active Directory Module for Windows</u> <u>PowerShell (64-bit version)</u>

To install the cmdlets, double-click the **AdministrationConfig.msi** file present in **Office365_Setup** folder. The installer will add a shortcut to your desktop and **Start** menu. Click the Microsoft Online Services Module shortcut to open a Windows PowerShell workspace with the cmdlets. Alternatively, you can also load the Office 365 cmdlets manually by typing the following in Windows PowerShell:

import-module MSOnline

Installation

After registration of the Enterprise Self-service trial version, an email will be sent with the link to download "EnterpriseSelfServicePortal.msi"

To install from the website:

- 1. Open email.
- 2. Click on the 'Download Free Trial' button.
- 3. Save "EnterpriseSelfServicePortal.msi" file to the hard drive.
- 4. When the download is complete, go to start > windows explorer.
- 5. Open the file where "EnterpriseSelfServicePortal.msi" file was saved.
- 6. Double click on "EnterpriseSelfServicePortal.msi" file.

Note: You will have hold shift and right click, choose run as administrator on a User control enabled system.

- 7. Setup process will start.
- 8. Go to step 1 in Installation Wizard.

Installation Wizard

The Welcome Screen



- 1. Click Next.
- 2. Click Next in System Requirements and Information screen

🙀 Enterprise Self-Service Portal	
License Agreement	
Please take a moment to read the lice Agree'', then ''Next''. Otherwise click '	ense agreement now. If you accept the terms below, click "I "Cancel".
CIONSYSTEMS, INC Enterpri	ise Self-Service END USER LICENSE AGREEMENT
IMPORTANT: THIS IS A LEG ("CIONSYSTEMS" OR "COMP hereinafter referred to as "Y CIONSYSTEMS 30 DAY TRIA AVAILABLE VIA THE CIONSY BEFORE INSTALLING OR USI	AL AGREEMENT BETWEEN CIONSYSTEMS, INC. ANY") AND SELECT USER (ENTITY OR PERSON, OU" OR "YOUR" OR "USER") FOR THE L OR FULL VERSION SOFTWARE ("SOFTWARE") (STEMS WEB SITE. PLEASE READ IT CAREFULLY ING THE SOFTWARE.
C I Do Not Agree	I Agree
	Cancel < Back Next >

- 3. Select I Agree.
- 4. Click Next



5. Click Next.

🖶 Enterprise Self-Service Portal		
Installing Enterprise Self-Service Portal		
Enterprise Self-Service Portal is being installed.		
Please wait		
Cancel	Back	Next >

- 6. Enterprise Self Service will start installing.
- 7. The IIS Authentication popup will appear. You must enter the IIS Username (in the format: domain name\administrator) and Password, then Click on OK button

Installing Enterprise Self-Service Portal Application Authentication Please enter user name and password for anonymous access. User Name : Password : OK Cancel Note : 1. The above credentials are used for application to run under this user context 2. All Services are run under the above credential context 3. Same service account credentials for database communications in windows authenticatio	Installing Enterprise Self-Service Portal Application Authentication Please enter user name and password for anonymous access. User Name : Password : OK OK Cancel Note : 1. The above credentials are used for application to run under this user context 2. All Services are run under the above credential context 3. Same service account credentials for database communications in windows authenticatio Cancel Cancel	🔂 Enterprise Se	f-Service Portal
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- 8. SQL Server Configuration pop up window appears, if you are installing the application for the first time then click on 'Create New Database'. In Configuration Details, you can select SQL Authentication or Windows Authentication.
 - For SQL Authentication, enter SQL database server name, select SQL Authentication, and enter 'Login' and 'Password' details. Enter valid details and click 'Test Connection'. If 'Test Connection' displays 'Connected Successfully' message, then click on Next.
 - For Windows Authentication, enter SQL database server name, select Windows Authentication, here 'Login' and 'Password' will be grayed out. Enter valid details and click 'Test Connection'. If 'Test Connection' displays 'Connected Successfully' message, then click on Next.

💀 SQL Server Configuration 📃								
Please make sure you have the following in place before continuing the install. - Access to SQL database, user name and password.								
Use Existing Database								
Create New Database								
Provide Configuration Details								
Port Number: 1433 Default 1433 for TCP								
Authentication: SQL Server Authentication								
Login:								
Password:								
Test Connection								
NextCancel								

- To connect to remote database that is on a different system please follow the below steps:
 - ✓ Enable TCP/IP protocol
 - ✓ Add the name of the system where you are installing the application (domainname\Machinename\$) to the SQL server and provide the appropriate Privileges.

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Courtest (SQL 56 Courtest (SQL 56	Login name: VVindows authentication SQL Server authentication Password Confirm P	Search
SQL Server Ar Server: SQLTEST Connection: CIONTESTAdministrator		1

After adding system account in SQL server logins, Right click on account and modify the server roles and give the following permission dbcreator, sysadmin, public and click on save.

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Connection	Image: Solution of the second seco	Script - Help Server roles: bulkadmin docreator diskadmin processadmin serveradmin setupadmin setupadmin setupadmin setupadmin

Note:

To use 'Use Existing Database' radio button, 'AD_SELF_SERVICE' database should be already exist in the selected SQL database server.

If 'AD_SELF_SERVICE' database already exist in the selected SQL database server and if you choose 'Create New Database' radio button, then old database will be deleted and new database will be created.

🔂 Enterprise Self-Service Portal	- IX
Installation Complete	
Enterprise Self-Service Portal has been successfully installed.	
Click "Close" to exit.	
Please use Windows Update to check for any critical updates to	the .NET Framework.
Cancel	< Back Close

Configuring CionSystems Enterprise Self Service

Configuration of Active Directory Domain

1. Click windows 'Start' button> All Programs> Enterprise Self-Service Portal > Enterprise Self-Service Portal icon. OR Click Enterprise Self-Service Portal Icon on desktop.

ng Ngar ann	ク・ C @ Enterprise Self-Service Portal ×
CionSys Enterprise Self-Servi	stems ice Portal
Sign in as Administrator User name: Password: LOGIN	<u>Click here for User Login</u>
Copyright © 2016 CionSystems Inc, All rights reserved.	

The login screen will open in the default web browser. To login on to the application for the first time

Enter "admin" in the User Name dialogue box

Enter "admin" in the Password dialogue box

Note: It is recommended that user name and password should be changed after the application has been launched

Enter all required domain details and configure the domain.

- Enter Domain Controller name.
- Domain Name.
- Domain User Name.
- Domain Password.

Click on Fetch

Domain Settings				
			C Logo	ut
	Add Domain De	tails:		
	Domain Type: Active Directory Azu	ire AD 🔿 Openidas)	
	Domain Controller: Cin	nserver		
	Domain name: Cip	indev.com		
	User name: adm	inistrator		
	Password :	•••••		
	Port Number:			
	SSL:			
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	Fetch			
		Domain Contro	llers 🤤	
	Controllers	ls_primary	Status	
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Select one controller as primary and click on Save

				Install Credential Provider
				Welcome, admin
Dashboard	Reports	User Management	Customization	Administrator Settings
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All U Soon Pass Lock	<u>sers</u> 1-To-Expire Pas word Expired U ed Out Users	630 ssword Users 1 Isers 343 0		Enrolled Users 3 Not Enrolled Users 627

Once Domain Configuration is completed, the dashboard window will appear with a view of the active directory categories of reports

The added Domain will be primary domain for the application

Configuring Office365 Domain to application

Note : While configuring cloud accounts in ESS like office 365 , Google apps , Sales Force, see to it that you keep ip address instead of local host in the url because cloud account recognize with ip rather than a name in the url. Refer the screen shot below.

- Install Office365 cmdlets
- After installing the build login to the administrative portal (frmlogin.aspx)
 - Click on Administrator settings
 - Domain settings
- Click on add
- Select Azure AD option

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					💷 Install C	Credential F	Provider	
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Dashboard	Reports	User Management	Customization	Administrate	or Settings			
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					Save Back			

Enter Username, password and click on save

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 Domain Settings SMTP and SMS Settings Add your Company Logo 		Domain Added Successfully. Domain Details Set Primary Toggle Link Add Delete										
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		Cloud Detail	s			Add						

Likewise you can add Microsoft Active Directory or Microsoft Azure Active Directory | Microsoft Office 365 domains to application.

Configuring Open LDAP Domain to application

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					Install Credential Provider
					Welcome, admin
Dashboard	Reports	User Management	Customization	Administrate	or Settings
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▷ Domain Settin	igs			Domain Type:	○ Active Directory ○ Azure AD OpenLDAP
SMTP and SMS	S Settings			Host name:	192.168.0.110 Enter ip address here
Add your Com Chance Passa	pany Logo			Domain name:	transfer.com
enenge resen				User name:	ianager,dc=transfer,dc=com Ex:cn=username,dc=domainName,dc=com
				Password:	•••••
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				Port Number:	
				SSL:	
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• Enter Host ip address, domain name, username, password and Base DN details and click on save button.

To link added Domains to primary Domain, select Domain and click on Toggle link

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Add your Company Logo	Select	Domain	name	Friendly domain	Naming context	Link staus	Edit
Change Password		ciontest	.com	ciontest.com	DC=ciontest,DC=com	Primary	Edit
		cionsystems.onr	nicrosoft.com	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	UnLinked	Edit
	Cloud D	etails			Toggle Link	Add	Delete
	Select	Service type	Service name	Admin username	Domain name	Link status	Edit
		0.1.5		jithendar.reddy@cionsystems.c	alana alan	Link internal	C.43

Configuring Sales Force cloud to application

- Go to Administrator settings
- Domain settings
- In cloud Details option Click on Add

(二) 是 http://192.168.1	1.130/ADSelfService/	DomainPages/f	rmAddEditCloud.aspx?Pare	entPageId=5	Q - C	A Entermise Self-Serv	rice Portal X		-		
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	Domain Settir	ngs		• P	rimary Domain:	ciontest.com					
	> Add your Com	s Settings Ipany Logo		1	Link to Domain: * Service Type:	SalesForce	V				
	Change Passw	vord			Service Name:	cionsalesforce					
				* Admi	nistrator Name:	dar.reddy@cionsyster	ns.com				
					* Password:	••••••	•••••				
				" Tenant	Domain Name :	cionsystems.com					
						Save Back					
											~

Select service type, enter service name, administrator username and password (password, authentication token id) and click on save

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Configuring Google apps to application

- Go to Administrator settings
- Domain settings
- In cloud Details option Click on Add

← → A http://192.168.1 File Edit View Favorites ☆ Suggested Sites ▼ ④	1.130/ADSelfService/D Tools Help Web Slice Gallery ▼	IomainPages/f	rmAddEditCloud.aspx?Pare	entPageId=5	<u>ه - ۵</u>	🔒 Enterprise Self-Serv	ice Portal 🗙		å• □ •		• Page ▼	Safety 🔻	- D 📫
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Select service type, enter service name, administrator username and password and click on save.

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					Toggle Link	Add	Delete	
	Select	Service type	Service name	Admin username	Domain name	Link status	Edit	
		SalesForce	cionsalesforce	jithendar reddy@cionsystems.c om	cionsystems.com	UnLinked	Edit	

Note: Clouds can be linked to the primary domain by clicking on toggle link.

Contact Notes:

For technical support or feature requests, please contact us at <u>Support@CionSystems.com</u> or 425.605.5325

For sales or other business inquiries, we can be reached at <u>Sales@CionSystems.com</u> or 425.605.5325

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