FUDD SECURITY

Fudo PAM 3.10 - User Portal Manual

Release is not supported

Fudo Security

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About documentation

Conventions and symbols

This section covers conventions used throughout this documentation.

italic

Uster interface elements.

example

Example value of a parameter, API method name or code example.

Note: Note. Additional information closely reletad with described topic, e.g. suggestion concerning given procedure step; additional conditions which have to be met.

Warning: Warning. Essential information concerning system's operation. Not adhering to this information may have irreversible consequences.

System overview

Fudo							a User menu	dmin 🗸
ACCOUNTS								
- AUTHENTICATION	LIST OF ACCOUNTS							
		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
		RDP	regular	RDP		10.0.40.203:3389		
	o (Show a	ccount pa	assword	RDP	10.0.8.61:2222	rdp	RDP
		SSH	regular	SSH		127.0.0.1:22		
	0	Shov	v passwo	rds history	SSH	10.0.8.61:24	ssh	SSH
		-Con	nect to se	erver using selec	ted listener			

User portal enables initiating connections with monitored servers available to the logged in user.

The system also enables viewing the password to selected accounts and browsing passwords history to accounts managed by FUDO's password vault module.

FUDD	PASSWORD HISTORY FOR: RDP		admin 🗸		
ACCOUNTS	Changed				
- AUTHENTICATION	May 20, 2016, 1:12 p.m.				
	May 20, 2016, 11:18 a.m. Display selected password —		PROTOCOL	SAFE	
	May 20, 2016, 11:18 a.m.			0.012	
	May 20, 2016, 11:18 a.m.	۰	rdo	RDP	
	May 20, 2016, 11:18 a.m.	۲		1.01	
	May 19, 2016, 5:35 p.m.	۲	ssh	SSH	
	May 19, 2016, 5:35 p.m.	۲			
	May 19, 2016, 5:35 p.m.	۲			
Load consecu	Itive password history entries	•			
	CLOSE				
	Close window				

Logging into the User Portal

Note: User Portal is compatible with the following web browsers:

- Google Chrome, Mozilla Firefox, Internet Explorer for Microsoft Windows.
- Google Chrome, Mozilla Firefox for Ubuntu.
- Google Chrome, Mozilla Firefox, Safari dla systemu operacyjnego Mac OS X.
- 1. Open web browser and direct it to the IP address of the User Portal.

Note: You can obtain the IP address from your system administrator.

- 2. Accept the security alert exception to display the login page.
- 3. Enter the username, password and click LOGIN.

Fudo
Username
Password
LOGIN
SUPPORT: +48 22 10 06 709 support@wheelsystems.com
WHEEL Systems Sp. z o.o. Al. Jerozolimskie 178 02-486 Warszawa Phone: +48 22 10 06 700

List of accounts and ass	ociated I	isteners						dmin 🗸
ACCOUNTS	🗐 LI	ST OF /	ACCOU	NTS			User menu	
Password change		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
		RDP	regular	RDP		10.0.40.203:3389		
	0	Show a	ccount pa	assword	RDP	10.0.8.61:2222	rdp	RDP
		SSH	regular	SSH		127.0.0.1:22		
	0	- Shov - Con	w passwo nect to se	rds history erver using selec	SSH cted listener	10.0.8.61:24	ssh	SSH

Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Ubuntu Linux

Displaying passwords

- 1. Select ACCOUNTS.
- 2. Find account to which password you want to view.

3. Click 🥙 icon.								
Fudo							a	dmin 🗸
ACCOUNTS	🗐 LI	ST OF	ACCOU	NTS				
		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
		RDP	regular	RDP		10.0.40.203:3389		
	•	Show a	ccount p	assword	RDP	10.0.8.61:2222	rdp	RDP
	•=	SSH	regular	SSH		127.0.0.1:22		
	0				SSH	10.0.8.61:24	ssh	SSH

4. Confirm password display request.

FUDO				admin ∨				
ACCOUNTS			CI	LOSE SHOW				
← AUTHENTICATION	-	01.01	A0000					
_		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
	•	RDP	regular	RDP		10.0.40.203:3389		
	0				RDP	10.0.8.61:2222	rdp	RDP
	⊛≣	SSH	regular	SSH		127.0.0.1:22		
	0				SSH	10.0.8.61:24	ssh	SSH

Displaying passwords history

- 1. Select ACCOUNTS.
- 2. Find account which passwords history you want to view.

3. Click icon.								
Fudo							а	dmin 🗸
ACCOUNTS	B (11)			ите				
- AUTHENTICATION				113				
		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
	•	RDP	regular	RDP		10.0.40.203:3389		
	0				RDP	10.0.8.61:2222	rdp	RDP
		SSH	regular	SSH		127.0.0.1:22		
	0	Show	passwor	ds history	SSH	10.0.8.61:24	ssh	SSH

4. Confirm passwords history display request.

Fudo		Are y		admin \vee				
ACCOUNTS			C					
- AUTHENTICATION	-	51.01	A0000	110				
		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
	۵ 🔳	RDP	regular	RDP		10.0.40.203:3389		
	0				RDP	10.0.8.61:2222	rdp	RDP
	≣ ھ	SSH	regular	SSH		127.0.0.1:22		
	0				SSH	10.0.8.61:24	ssh	SSH

5. Click O to view selected password.

Fudo	PASSWORD HISTORY FOR: RDP	admin ~			
ACCOUNTS	Changed				
- AUTHENTICATION	May 20, 2016, 1:12 p.m.				
	May 20, 2016, 11:18 a.m. Display selected password	PROTOCOL	SAFE		
	May 20, 2016, 11:18 a.m.	TROTOGOL	0.012		
	May 20, 2016, 11:18 a.m.	rdn	RDP		
	May 20, 2016, 11:18 a.m. 🔹	TOP	NOP		
	May 19, 2016, 5:35 p.m.	ech	H22		
	May 19, 2016, 5:35 p.m.	aan	3311		
	May 19, 2016, 5:35 p.m.				
Load consec	utive password history entries				
	LOAD MORE				
	CLOSE				
	Close window				

Establishing connections

6.1 Connecting over RDP on Microsoft Windows 7 and 10

- 1. Log in to the User Portal and select ACCOUNTS.
- 2. Find desired account and server.

Fudo						User menu	dmin 🗸
ACCOUNTS AUTHENTICATION	LIST OF	ACCOU	INTS				
	NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
	RDP	regular	RDP		10.0.40.203:3389		
•	Show a	ccount p	assword	RDP	10.0.8.61:2222	rdp	RDP
-	SSH	regular	SSH		127.0.0.1:22		
•	Sho	w passw	ords history	SSH	10.0.8.61:24	ssh	SSH
3. Select desired listener	and clic	k O	icon.				
Note:							
• The list contains both	interna	l and e	external list	ening ad	dresses.		

• In case there is the request form. icon displayed next to the safe instead of the request form.

4. Click *CONNECT* to launch client application appropriate for selected listener with connection parameters forwarded.

Fudo		CONNECT USING LISTENER: RDP					
ACCOUNTS	PASSWORD	0a37a70e-bc2e-8739-27e1-2ddaad3fb779					
AUTHENTICATION	SERVER NAME	RDP					
	ADDRESS	10.0.8.61:2222	PROTOCOL	SAFE			
	SAFE	RDP		000			
	TLS CERTIFICATE	c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:{	тар	RDP			
	SERVER PUBLIC KEY	56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1	ssh	SSH			
	COMMAND	xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 /					
		CLOSE					
		Connect to server					

5. Save the connection definition file or launch a dedicated RDP protocol client.

Fudo		CO	NNECT USING LISTENER: RDP-listener				test ∽
ACCOUNTS	ASSWORD		b675a5bd-04b6-81fc-6fc5-2d067bf17310	286 s			
	SERVER NA	ME	RDP				
A	DDRESS		10.0.150.150:4000		ST	PROTOCOL	SAFE
s	SAFE		it's safe	0.40.100:3389			
			Opening fudo.rdp	SHA1	0.150.150:4000	rdp	it's safe
	LO GENTI	You have chosen	to open:	SHAT	0.1.35:22		
с	COMMANI	fudo.rdp which is: rdo Eile		17310 /J	0.150.150:222	ssh	it's safe
		from: https://10	.0.150.151		0.235.3:22		
		What should Firef	ox do with this file?		0.150.150:122	ssh	it's safe
۲	pw Open with Save File		Choose		0.0.235.3:22		
0		Do this autom	natically for files like this from now on.		10.0.150.150:124	ssh	it's safe
•	i pw [.]				0.0.235.3:22		
•		_	Cancel OK		10.0.150.150:125	ssh	it's safe

Note:

- Google Chrome will automatically save the file.
- Select the Always open this file type option to automatically start the client app.

	• =	pw-user12
	Open	
	Always open files of this type	pw-user9
	Show in folder	_
	Cancel	
ndo (6).rdp 😼	~	

6. Click *Connect* in the RDP client app window.

Fudo	CONNECT USING LISTENER: RDP-listener			test 🛩	
	PASSWORD 5d929d61-eb8b-0f1a-d4ba-280d915119ed 24	82 s			
	SERV Remote Desktop Connection				
	ADDR The publisher of this remote connection can't be identified. Do you want to connect anyway?		т	PROTOCOL	SAFE
	This remote connection could harm your local or remote computer. Do not connect unless you know where this connection came from or have used it before.	Б	.40.100:3389		
	TLS C Publisher: Unknown publisher Type: Remote Desktop Connection Berode computer 100 150 150	1	.150.150:4000 .1.35:22	rdp	it's safe
	COMM Don't ask me again for connections to this computer Show Details Connect Cancel	d	.150.150:222 .235.3:22	ssh	it's safe
			.150.150:122	ssh	it's safe
		10.0	0.235.3:22		

7. Click OK in the credentials prompt window without providing the password.

Fudo		CONNECT USING LISTENER: RDP-listener		test ∽		
	PASSWOR	Windows Security	168 s			
- AUTHENTICATION	SERVER N.	Enter your credentials These credentials will be used to connect to 10.0.150.150.				
	ADDRESS	5d929d61-eb8b-0f1a-d4b		T .40.100:3389	PROTOCOL	SAFE
SA TL	TLS CERTI	Use another account	SHA1	.150.150:4000 .1.35:22	rdp	it's safe
	COMMANI	Remember my credentials	15119ed	.150.150:222	ssh	it's safe
		OK Cancel		.235.3:22		
				.150.150:122	ssh	it's safe
	ا ≣ ®	w-user12 regular SSH-passwd	10	.0.235.3:22		

8. Click Yes to connect to the server despite the certificate alert.

Fudo		CONNECT USING LISTENER:		test 🗸		
ACCOUNTS	PASSWORD	Remote Desktop Connection The identity of the remote computer cannot be verified. Do want to connect anyway?	111 s			
- AUTHENTICATION	SERVER NAMI	The remote computer could not be authenticated due to problems with its security certificate. It may be unsafe to proceed.				
	ADDRESS	Requested remote computer:		т	PROTOCOL	SAFE
	PATE	Name in the certificate from the remote computer:		.40.100:3389		
	SAFE	Catificate errors		.150.150:4000	rdp	it's safe
	TLS CERTIFIC	The following errors were encountered while validating the remote computer's certificate:	SHA1	.1.35:22		
	COMMAND	A The server name on the certificate is incorrect.	915119ed	.150.150:222	ssh	it's safe
		The certificate is not from a trusted certifying authority.		.235.3:22		
		Do you want to connect despite these certificate errors?		.150.150:122	ssh	it's safe
	⊛ ≡ pw-	Don't ask me again for connections to this computer	10.	.0.235.3:22		
	0	View certificate Yes No	10.	.0.150.150:124	ssh	it's safe
	⊛≣ pw-	user9 regular SSH-passwd	10.	.0.235.3:22		

Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Ubuntu Linux

6.2 Connecting over RDP on Mac OS X

Note: To establish RDP connections on Mac OS X, download and install *Microsoft Remote Desktop*.



- 1. Log in to the User Portal and select ACCOUNTS.
- 2. Find desired account and server.

Fudo							User menu	dmin ~
ACCOUNTS	<i>昌</i> / L	IST OF						
		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
		RDP	regular	RDP		10.0.40.203:3389		
	0	Show a	account p	assword	RDP	10.0.8.61:2222	rdp	RDP
		SSH	regular	SSH		127.0.0.1:22		
	0	Sho	w passw	ords history	SSH	10.0.8.61:24	ssh	SSH
3. Select desired list	tener a	nd clic	k D	icon.				
Note:								
• The list contains	both ir	nterna	l and e	external list	ening add	dresses.		

- In case there is the icon displayed next to the safe instead of the O icon, you must fill in access request form.
- 4. Click CONNECT to launch client application appropriate for selected listener with connection parameters forwarded.

Fudo		CONNECT USING LISTENER: RDP				
ACCOUNTS	PASSWORD	0a37a70e-bc2e-8739-27e1-2ddaad3fb779				
- AUTHENTICATION	SERVER NAME	RDP				
	ADDRESS	10.0.8.61:2222	PROTOCOL	SAFE		
	SAFE	RDP	rda	000		
	TLS CERTIFICATE	c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:{	lup	RUP		
	SERVER PUBLIC KEY	56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1	ssh	SSH		
	COMMAND	xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 /				
		CLOSE				
		Connect to server				

5. Save the connection definition file or launch a dedicated RDP protocol client.

• •							
FUDD		CO	NNECT USING LISTENER: RDP-listener				test 🗸
ACCOUNTS	PASSWORD	I	b675a5bd-04b6-81fc-6fc5-2d067bf17310	286 s			
	SERVER NA	ME	RDP				
	ADDRESS		10.0.150.150:4000		ST	PROTOCOL	SAFE
	SAFE		it's safe		0.40.100:3389		
		• • •	Opening fudo.rdp		0.150.150:4000	rdp	it's safe
	TLS CERTI	You have chosen	to open:	SHA1	0.1.35:22		
	COMMANI	dudo.rdp		17310 / _l	0.150.150:222	ssh	it's safe
		from: https://10	e 0.0.150.151		0.235.3:22		
		What should Fire	fox do with this file?		0.150.150:122	ssh	it's safe
	● III pw Open with Save File		Choose		10.0.235.3:22		
	0	Do this auton	natically for files like this from now on.		10.0.150.150:124	ssh	it's safe
	⊛i≣ pw				10.0.235.3:22		
	0	_	Cancel OK		10.0.150.150:125	ssh	it's safe

Note:

- Google Chrome will automatically save the file.
- Select the Always open this file typ option to automatically start the client app.

	Open
	Always Open Files of This Type
	Show in Finder
🐱 rdp_3.rdp	Cancel

6. Click *Continue* to accept the certificate and initiate connection with selected server.

G.	You are connecting to RDP host "10.0.60.1"! The certificate could not be verified back to a root certificate. Your connection might not be secure, do you want to continue?
Always trust	"w2012r2.testdomain.local"
w2012r2.t	estdomain.local
	0
Certificate	w2012r2.testdomain.local Self-signed root certificate Expires: wtorek, 5 kwietnia 2067 16:14:11 Czas środkowoeuropejski letni A This certificate has not been verified by a third party
▼ Trust	
When u	sing this certificate: Use System Defaults ᅌ ?
	Hide Certificate Cancel Continue

Related topics:

- Connecting over RDP on Microsoft Windows 7 and 10
- Connecting over RDP on Ubuntu Linux

6.3 Connecting over RDP on Ubuntu Linux

Note: Establishing RDP connections on Ubuntu 16.04 LTS requires installing **xfreerdp**. Execute **sudo apt-get install freerdp-x11**, to install it before proceeding with connecting over RDP protocol.

- 1. Log in to the User Portal and select ACCOUNTS.
- 2. Find desired account and server.

Fudo							User menu	dmin ~
ACCOUNTS								
- AUTHENTICATION		STOF	ACCOU	NIS				
		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
		RDP	regular	RDP		10.0.40.203:3389		
	0	Show a	ccount pa	assword	RDP	10.0.8.61:2222	rdp	RDP
		SSH	regular	SSH		127.0.0.1:22		
	0	Shov	v passwo	ords history	SSH	10.0.8.61:24	ssh	SSH
		-Con	nect to s	erver using sele	ected listener			

3. Select desired listener and click ${igued U}$ icon.

Note:

- The list contains both internal and external listening addresses.
- In case there is the icon displayed next to the safe instead of the **O** icon, you must fill in access request form.
- 4. Click *CONNECT* to launch client application appropriate for selected listener with connection parameters forwarded.

Fudo		CONNECT USING LISTENER: RDP	ad	min ~
ACCOUNTS	PASSWORD	0a37a70e-bc2e-8739-27e1-2ddaad3fb779		
- AUTHENTICATION	SERVER NAME	RDP		
	ADDRESS	10.0.8.61:2222	PROTOCOL	SAFE
	SAFE	RDP	9	000
	TLS CERTIFICATE	c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:{	ταρ	RUP
	SERVER PUBLIC KEY	56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1	ssh	SSH
	COMMAND	xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 /		
		CLOSE		
		Connect to server		

5. Copy generated string.

Fudo	C	CONNECT USING LISTENER:	ad	lmin ~
ACCOUNTS	PASSWORD	0a37a70e-bc2e-8739-27e1-2ddaad3fb779		
- AUTHENTICATION	SERVER NAME	RDP		
_	ADDRESS	10.0.8.61:2222	PROTOCOL	SAFE
_	SAFE	RDP		000
_	TLS CERTIFICATE	c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:f SHA1	TOP	RUP
_	SERVER PUBLIC KEY	56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1	ssh	SSH
_	COMMAND	xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 /		
	•	CLOSE Copy command		

6. Execute command in terminal window.

Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Microsoft Windows 7 and 10

6.4 Connecting over SSH on Microsoft Windows 7 and 10

Note: To automatically initiate SSH connections you must install PuTTY and configure association between client the app and the SSH protocol. To do the latter it is advised to install WinSCP, which will perform necessary configuration changes. Both programs must be in their 32-bit versions.

1. Download and install WinSCP.

https://winscp.net/download/WinSCP-5.9.5-Setup.exe

Note: Verify the checksum value to make sure that the integrity of the binary file has not been compromised.

2. Download and install PuTTY.

https://winscp.net/download/putty-0.68-installer.msi

Note:

- Install PuTTY in the default installation location: C:\Program Files (x86)\PuTTY\.
- During installation select default features set.

PuTTY release 0.68 Setup	
Product Features Select the way you want features to be installed.	
Install Putty files Add shortcut to Putty on the Desktop Put install directory on the PATH for command prompts Associate .PPK files with Puttygen and Pageant	
This feature requires 3181KB on your hard drive. Back	Cancel

- 3. Log in to the User Portal.
- 4. Select ACCOUNTS.
- 5. Find desired account and server.

▲ ACCOUNTS AUTHENTICATION Image: Non-Weighter Server Name LISTENER HOST PROTOCOL Safe Image: Non-Weighter Server Name LISTENER HOST PROTOCOL Safe Image: Non-Weighter Server Name LISTENER HOST PROTOCOL Safe Image: Non-Weighter Server Name SSH 127.0.0.1:22 rdp RDP Image: SSH regular SSH 127.0.0.1:22 Image: SSH SSH SSH SSH Image: SSH regular SSH 10.0.8.61:24 ssh SSH	Fudo								dmin ~
NAME TYPE SERVER NAME LISTENER HOST PROTOCOL SAFE Image: BDP regular RDP 10.0.40.203:3389 RDP RDP Image: Show account password RDP 10.0.8.61:2222 rdp RDP Image: SSH regular SSH 127.0.0.1:22 regular SSH Image: SSH regular SSH 10.0.8.61:24 ssh SSH Image: SSH Connect to server using selected listener SSH 10.0.8.61:24 ssh	ACCOUNTS AUTHENTICATION	<i>a</i> LI	ST OF /	ACCOU	NTS			Oser menu	
Show account password RDP 10.0.8.61:222 rdp RDP SSH regular SSH 127.0.0.1:22 Show passwords history SSH 10.0.8.61:24 ssh SSH connect to server using selected listener			NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
SSH regular SSH 127.0.0.1:22 Show passwords history SSH 10.0.8.61:24 ssh SSH Connect to server using selected listener		•	Show a	ccount pa	assword	RDP	10.0.8.61:2222	rdp	RDP
Connect to server using selected listener		•••	SSH Shov	regular v passwo	ssH ords history	SSH	127.0.0.1:22 10.0.8.61:24	ssh	SSH
		Τ	Con	nect to s	erver using sele	ected listener			

6. Select desired listener and click \bigcirc icon.

Note:

- The list contains both internal and external listening addresses.
- In case there is the condisplayed next to the safe instead of the condition, you must fill in access request form.
- 7. Click *CONNECT* to launch client application appropriate for selected listener with connection parameters forwarded.

FUDO		CONNECT USING LISTENER:	adı	min ~
ACCOUNTS	PASSWORD	0a37a70e-bc2e-8739-27e1-2ddaad3fb779		
- AUTHENTICATION	SERVER NAME	RDP		
	ADDRESS	10.0.8.61:2222	PROTOCOL	SAFE
	SAFE	RDP 89	rdo	RDP
	TLS CERTIFICATE	c7:25:bf:64:75:dc:f9:06:7c:42:ed:f1:33:1d:1f:{ SHA1		
	SERVER PUBLIC KEY	56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1	ssh	SSH
	COMMAND	xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 /		
		CLOSE		
		Connect to server		

- 8. In the Launch application select WinSCP:SFTP, FTP, WebDAV and SCP and click Open.
- 9. The connection has been established.



Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Microsoft Windows 7 and 10
- Connecting over RDP on Ubuntu Linux

6.5 Connecting over SSH on Mac OS

- 1. Log in to the User Portal and select ACCOUNTS.
- 2. Find desired account and server.

Fudo								dmin ~
ACCOUNTS		ST OF	ACCOU	NTS			User menu	
← AUTHENTICATION			TUDE		LIOTENED	11007	5507000	0.175
		RDP	regular	RDP	LISTENER	10.0.40.203:3389	PROTOCOL	SAFE
	0	Show a	ccount pa	assword	RDP	10.0.8.61:2222	rdp	RDP
		SSH	regular	SSH		127.0.0.1:22		
	0	Shov	v passwo	ords history	SSH	10.0.8.61:24	ssh	SSH
	T	Con	nect to s	erver using sel	ected listener			
			~					

3. Select desired listener and click \checkmark icon.

Note:

- The list contains both internal and external listening addresses.
- In case there is the icon displayed next to the safe instead of the icon, you must fill in access request form.
- 4. Click CONNECT.

Fudo		CONNECT USING LISTENER: RDP	ac	lmin ~
ACCOUNTS	PASSWORD	0a37a70e-bc2e-8739-27e1-2ddaad3fb779		
- AUTHENTICATION	SERVER NAME	RDP		
	ADDRESS	10.0.8.61:2222	PROTOCOL	SAFE
	SAFE	RDP	rdo	PDP
	TLS CERTIFICATE	c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:{	цр	nor
	SERVER PUBLIC KEY	56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1	ssh	SSH
	COMMAND	xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 /		
		CLOSE		
		Connect to server		

5. Click *Allow* to open the Terminal.

Terminal is opening an ssh connection to 10.0.150.150:122 for Google Chrome.app. Do you want to allow this?
This will reveal your user name and network address to the other computer. To avoid being warned in the future add it to the ssh list of known hosts.
Allow Don't Allow

6. The connection has been established.



Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Microsoft Windows 7 and 10
- Connecting over RDP on Ubuntu Linux

Requesting access to safe

Note:

- Using this feature requires ServiceNow ticketing system.
- Usernames on Fudo PAM and *ServiceNow* must be the same to ensure correct requests processing.

To request access to safe, proceed as follows.

- 1. Log in to User Portal.
- 2. Find desired safe and click \square .

Fudo								admin 🗸
ACCOUNTS								
- AUTHENTICATION	<i>≣</i> / L	IST OF A	CCOUN	TS				
		NAME	TYPE	SERVER NAME	LISTENER	HOST	PROTOCOL	SAFE
	@ ≣	servicenow	regular	servicenow		10.0.235.3:22		
	-	Request	access to	given safe	servicenow	10.0.8.75:2222	ssh	servicenow
	P				servicenow	10.0.8.175:2222	ssh	servicenow

3. Define time period and click OK.



Note: Click the \bigcirc icon to access time settings.



Authentication

Authentication provides an overview of authentication methods assigned to the logged in user.

Changing static password

- 1. Select AUTHENTICATION.
- 2. Provide old and new passwords and click $S\!AV\!E\!.$

Fudo			admin ∨
ACCOUNTS Manage auth	entication methods	ICATION	
	EXTERNAL AUTHENTICATION SERVER:	AD 127.0.0.1:10	
	OLD PASSWORD:		
	REPEAT PASSWORD:		RESET SAVE

Troubleshooting

Problem	Symptoms and solution description
Cannot log in to the User	Symptoms:
Portal	• The user cannot log in.
	FUDD
	blaster
	Incorrect username or password.
	Password
	LOGIN
	Solution:
	• Make sure you are entering correct login credentials.

- Contact system administrator to verify whether you have User Portal access privileges.
- Contact system administrator to verify the User Portal time policy settings.

Problem	Symptoms and solution description
Accounts list is missing ob-	Solution:
jects.	• Contact your system administrator to make sure you have
	access to required safes.
	Symptoms:
	• Cannot connect to selected server.
	Reason: connection takes place outside the timeframe defined
	by the access time policy.
	Solution: contact system administrator to verify your time po-
	licy settings.