# Fudo PAM 4.4 - User Portal Manual

*Release is not supported*

Fudo Security Inc.

07.12.2023

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# CHAPTER 1

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

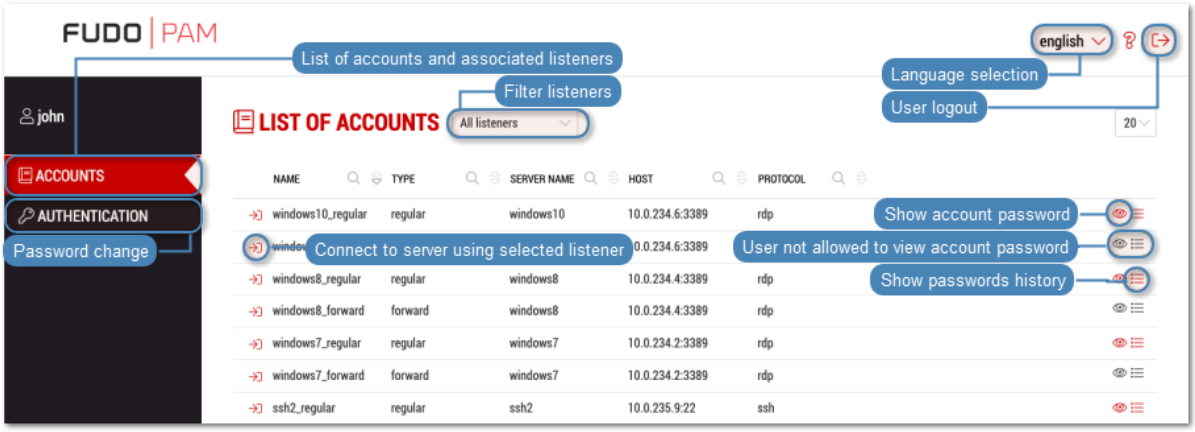
---

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

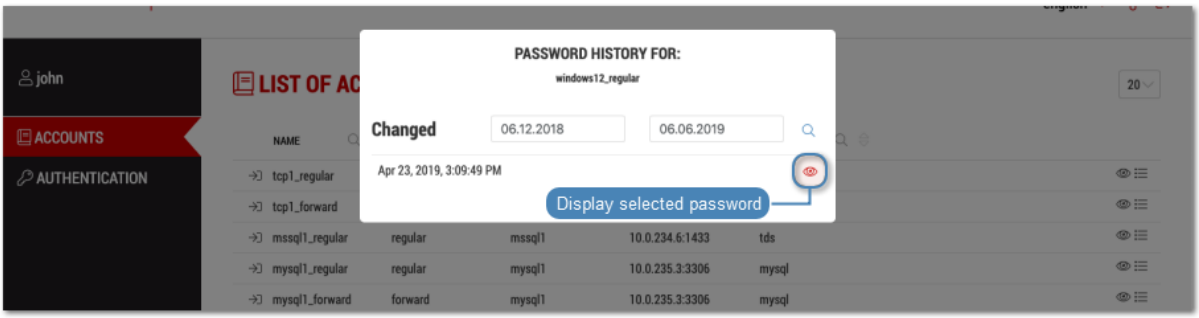
# CHAPTER 2

## System overview

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.



# CHAPTER 3

## Logging into the User Portal

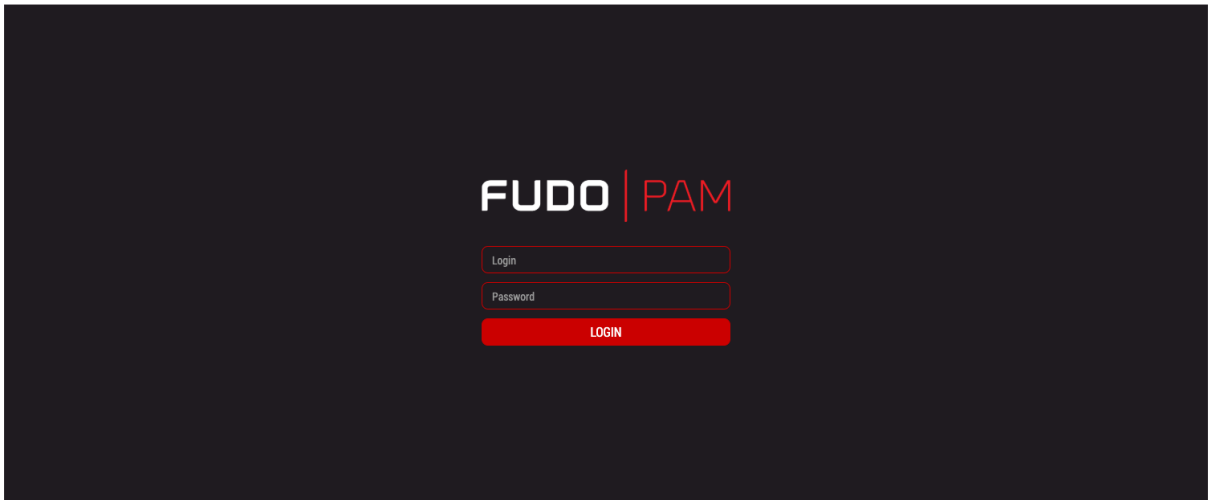
**Note:**

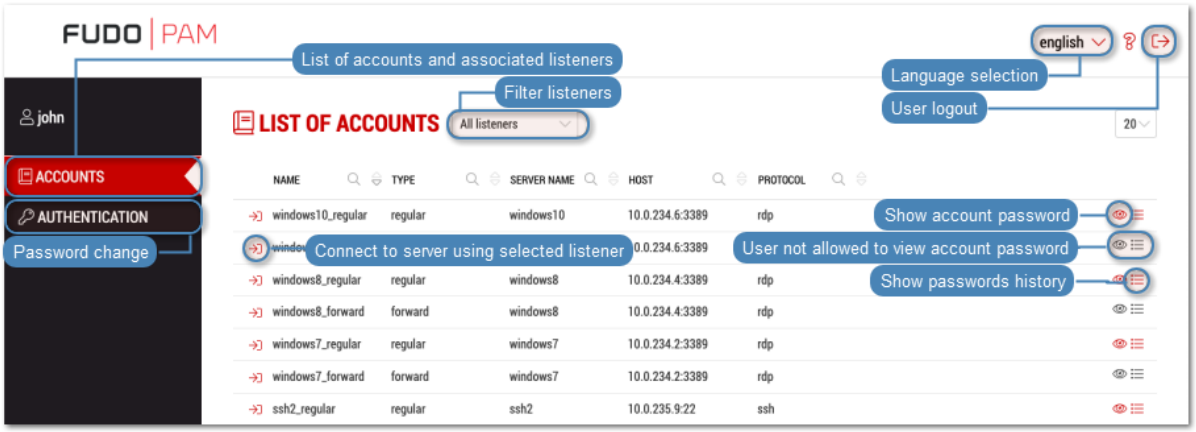
- User Portal is compatible with the following web browsers:
  - Google Chrome, Mozilla Firefox, Internet Explorer for Microsoft Windows.
  - Google Chrome, Mozilla Firefox for Ubuntu.
  - Google Chrome, Mozilla Firefox, Safari dla systemu operacyjnego Mac OS X.
- *User Portal* supports Single Sign On for Active Directory accounts. Refer to system documentation for information on how to enable the SSO in User Portal.

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*.




**Related topics:**

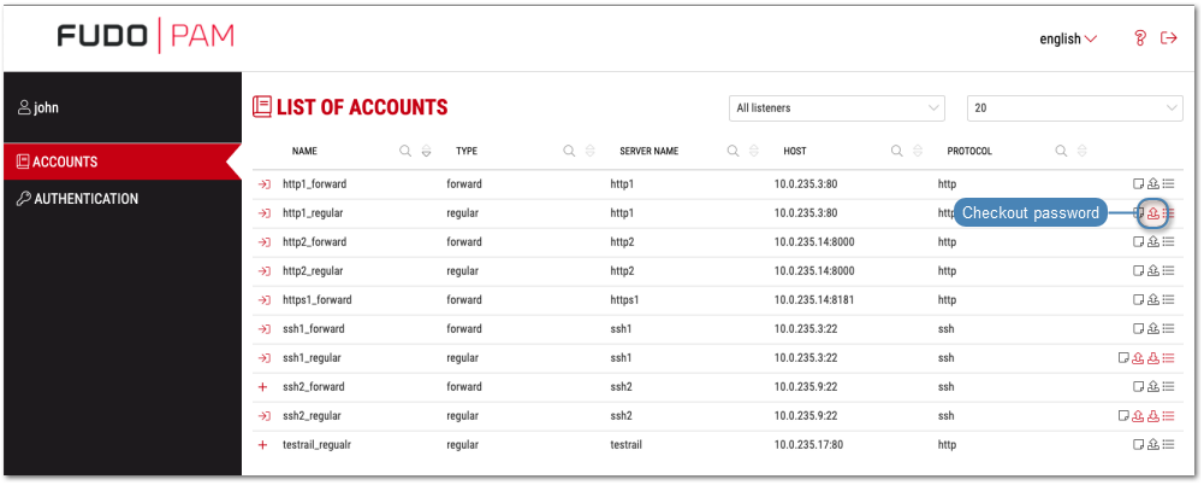
- *Connecting over RDP on Mac OS X*
- *Connecting over RDP on Ubuntu Linux*

CHAPTER 4

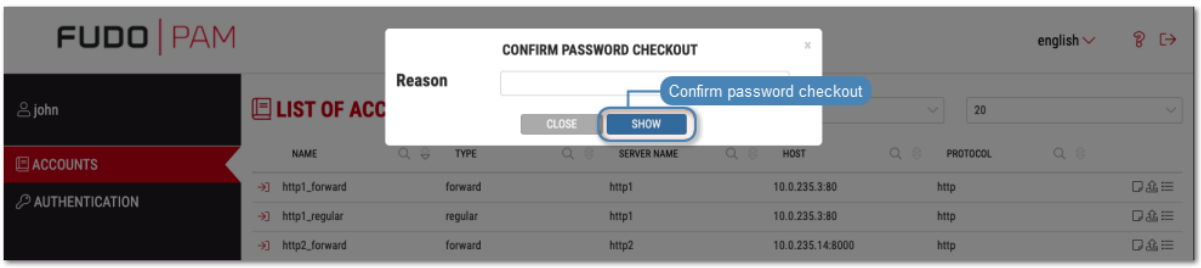
# Checking out and checking in passwords

## 4.1 Checking out passwords

1. Select *ACCOUNTS*.
2. Find account to which password you want to view.
3. Click icon.

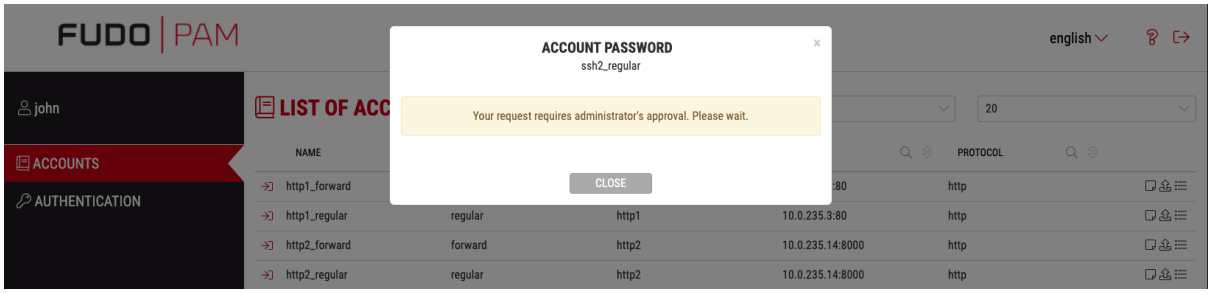



4. Enter password checkout reason and click *SHOW*.

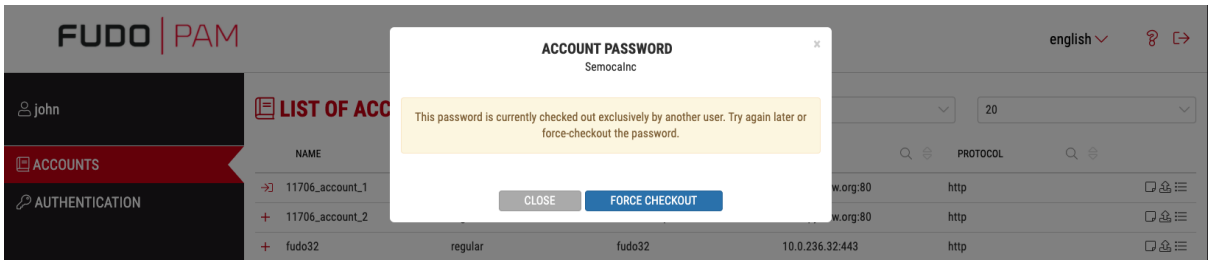


**Note:**

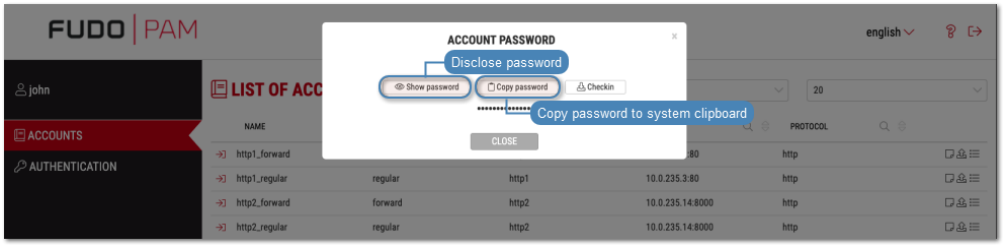
- Prompt for password checkout reason is optional and it depends on the account configuration.
- Depending on the configuration, password checkout may require system administrator's approval.




- If the password is currently checked out by another user, wait until it's checked in or use the *FORCE CHECKOUT* option.



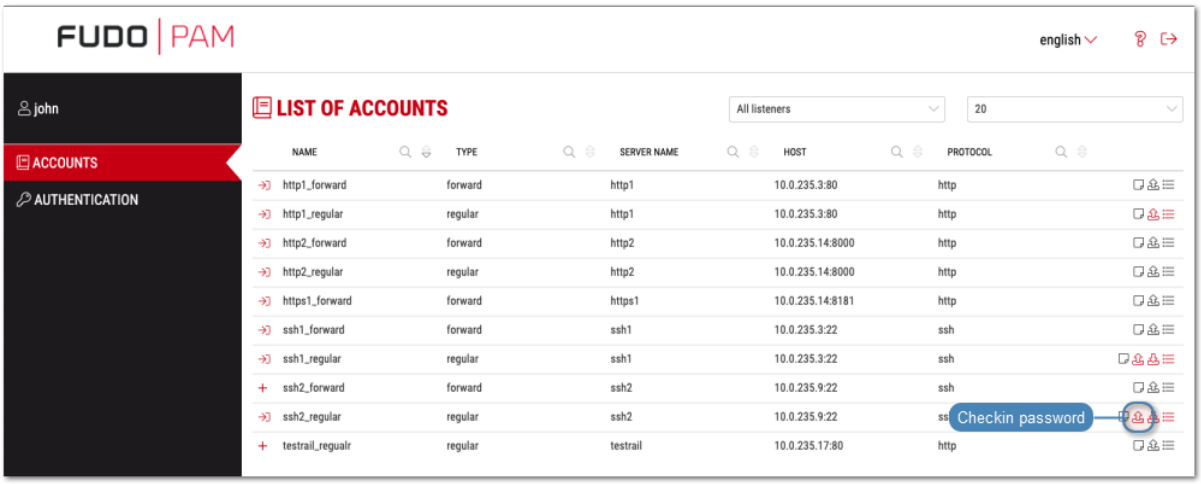

5. Click:
   - *Show password* to disclose the password.
   - *Copy password* to copy the password to system clipboard.




**Note:** A timer next to account counts down the time left before the password will be checked in automatically.

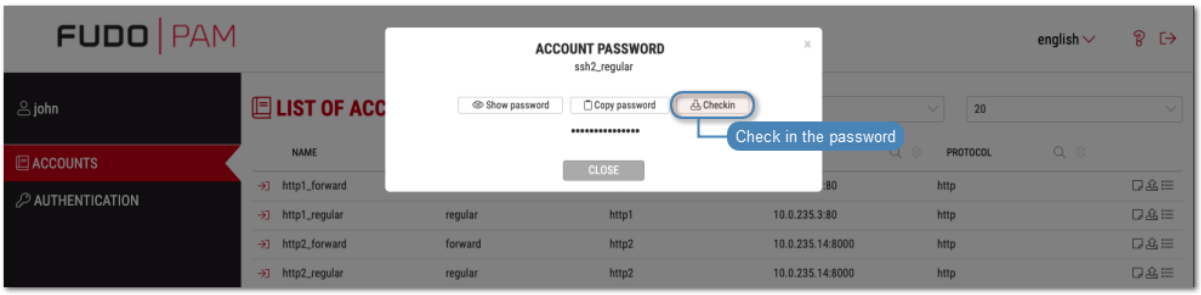
## 4.2 Checking in passwords

1. Select *ACCOUNTS*.
2. Find an account to which password you want to check in.
3. Click icon.




or

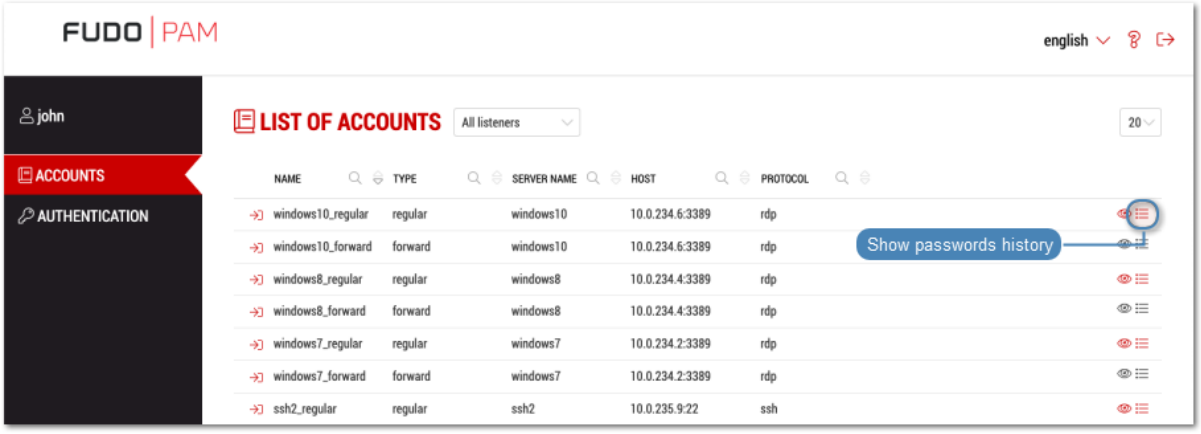
click the icon to open the *ACCOUNT PASSWORD* modal window and click *Checkin*.



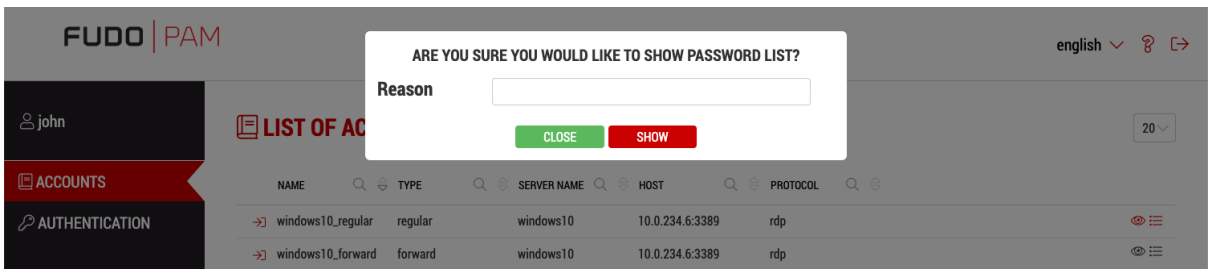
CHAPTER 5

# Displaying passwords history

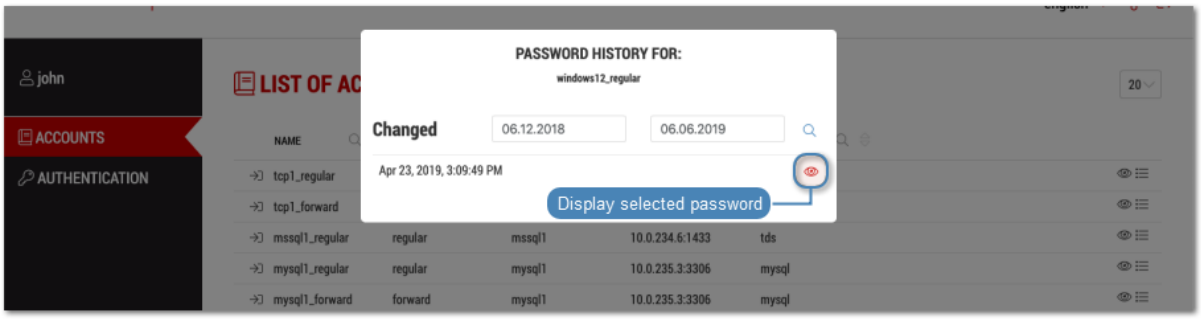
1. Select *ACCOUNTS*.
2. Find account which passwords history you want to view.
3. Click icon.




4. Provide reason for viewing passwords history and click *SHOW*.




5. Click to view selected password.


john
ACCOUNTS
AUTHENTICATION
LIST OF AC
NAME
PASSWORD HISTORY FOR:
windows12_regular
Changed
06.12.2018
06.06.2019
Apr 23, 2019, 3:09:49 PM
Display selected password
tcp1_regular
tcp1_forward
mssql1_regular regular mssql1 10.0.234.6:1433 tds
mysql1_regular regular mysql1 10.0.235.3:3306 mysql
mysql1_forward forward mysql1 10.0.235.3:3306 mysql

CHAPTER 6

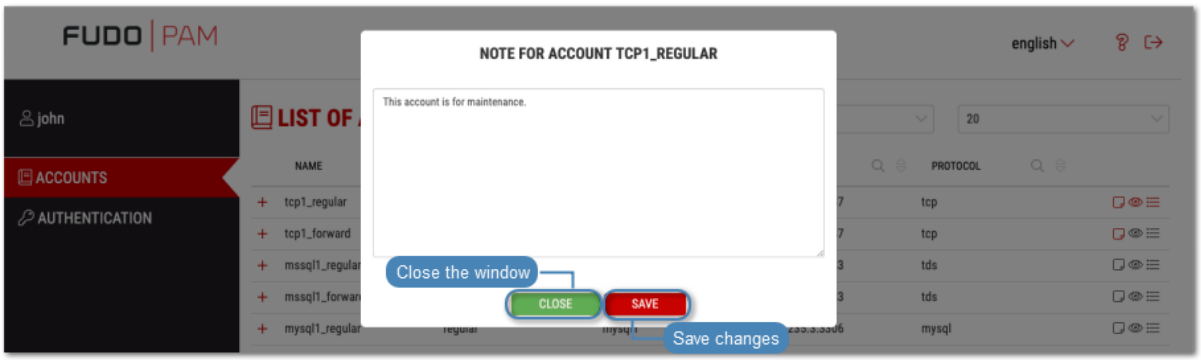
# Displaying and editing accounts notes

Notes are created by the system administrator and they provide additional information on server access.

**Note:** Notes access is granted by the system administrator on *safe* object level. Depending on system settings, users can access notes in read-only or read and write modes.

1. Select *ACCOUNTS*.
2. Find account which note's you want to access.
3. Click icon to open the note.

4. Add or edit the note and click *SAVE* to store changes or *CLOSE* to close the window without saving your changes.




**Note:** Notes' editing requires *write* access right assigned by the system administrator.

CHAPTER 7

# Establishing connections

## 7.1 Connecting over RDP and SSH in browser

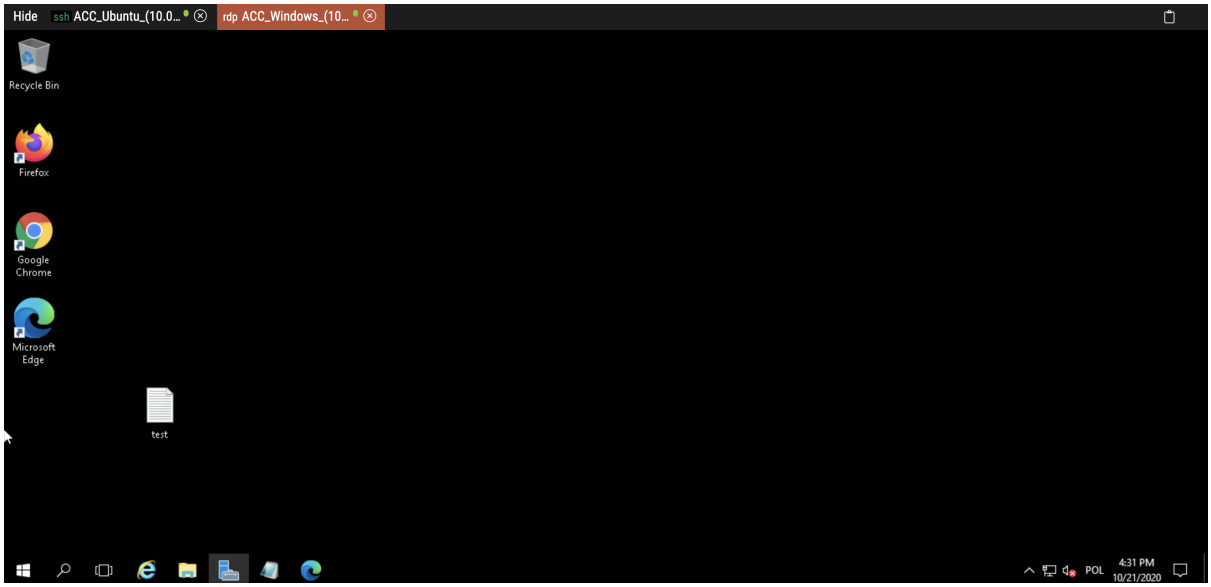
Connecting over RDP and SSH in browser is available via the Webclient feature.

1. Find desired account you want to use to connect to the server.
2. Click the *Web* button next to the account.

**Note:** Each session is opened in a separate browser tab.

For the sessions, based on RDP and SSH protocols, panel tab has embedded the following features:

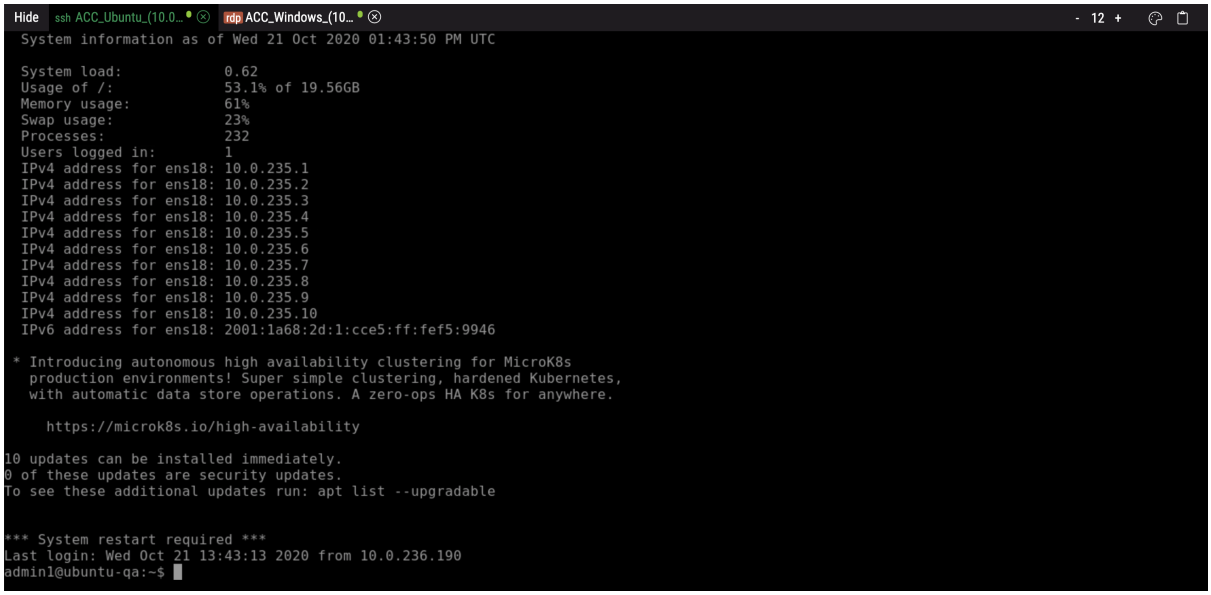
- *Hide* / *Show* button that minimizes / maximizes the connection window.
- a tab displays a protocol type, the listener name and the connection state:
  -  connection is establishing.
  - session is connected.
  - session is disconnected.
- *clipboard* feature allows copying a text fragment for the later paste.




**Note:** Hovering over a particular tab shows the preview of the session.

Additionally, for the sessions based on SSH protocol, there are features that allow customizing the view:

- *font size*, and
- *a terminal color scheme* (default scheme is black-white, also available gray-black, green-black and white-black).




**Warning:** While log out, there is a dialog window where you can choose:

*Log out* to log out with connections being opened, or

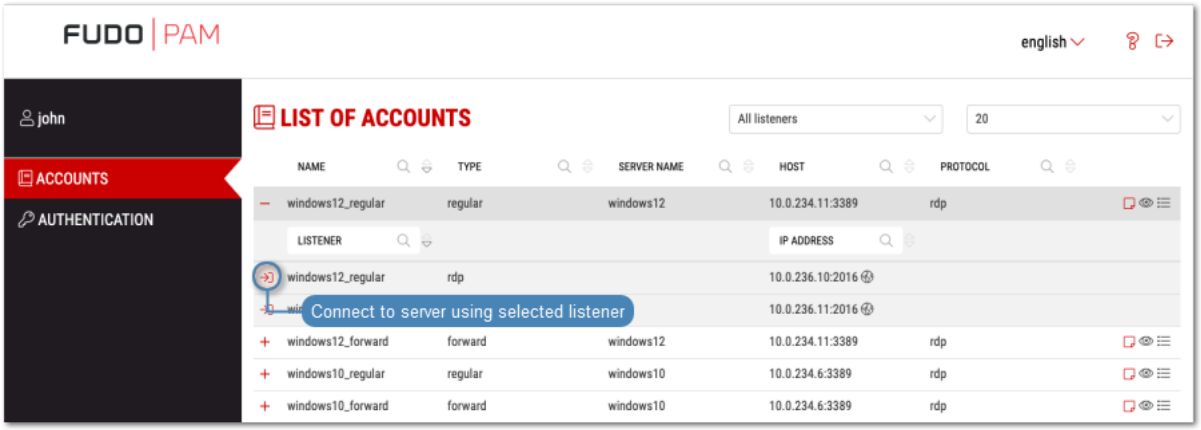
*Log out and close connections* to log out and terminate ongoing connections

**Related topics:**

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

## 7.2 Connecting over RDP on Microsoft Windows 7 and 10

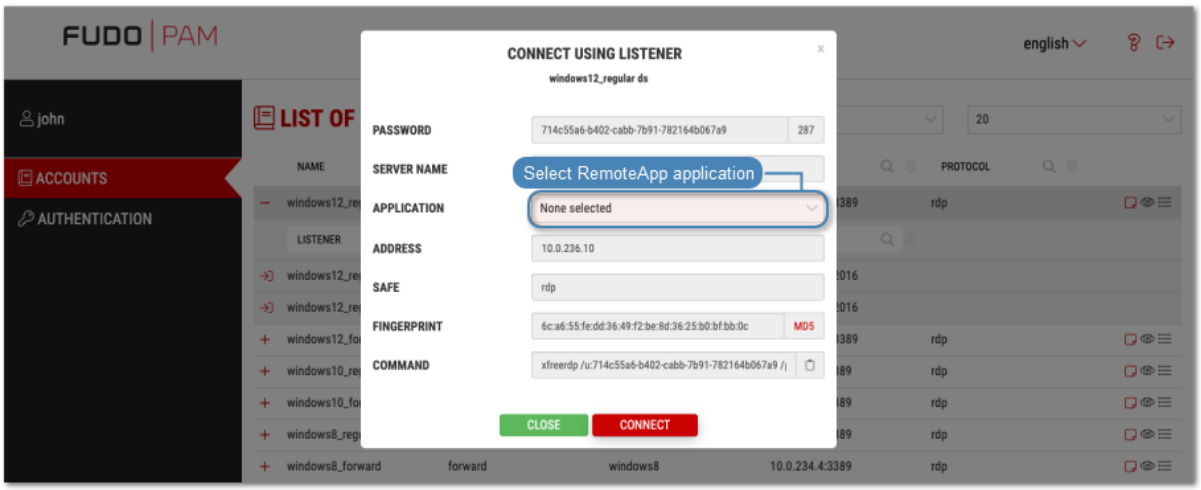
1. Log in to the User Portal and select *ACCOUNTS*.
2. Find desired account and server.
3. Select desired listener and click icon.



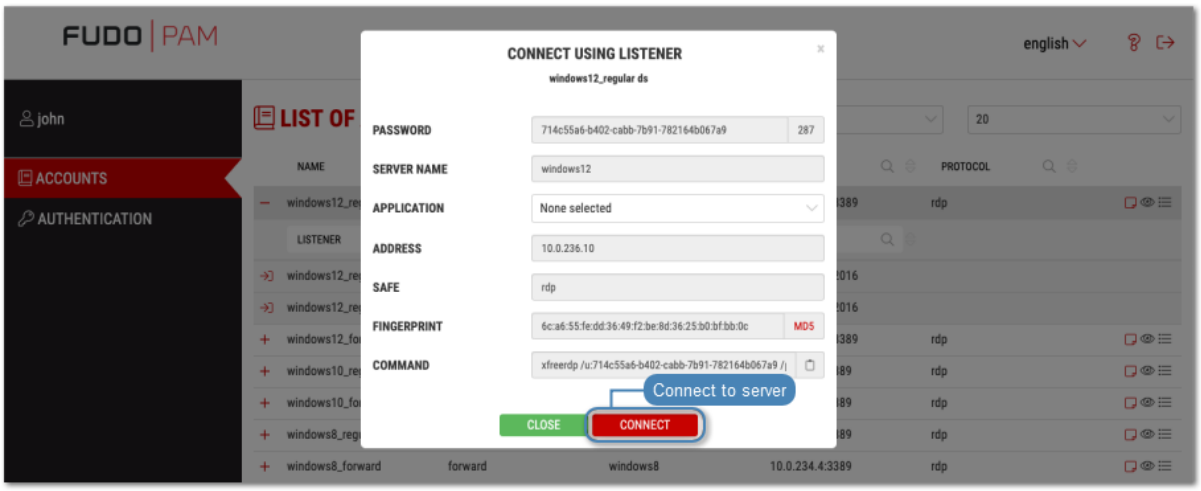

**Note:**

- 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*.

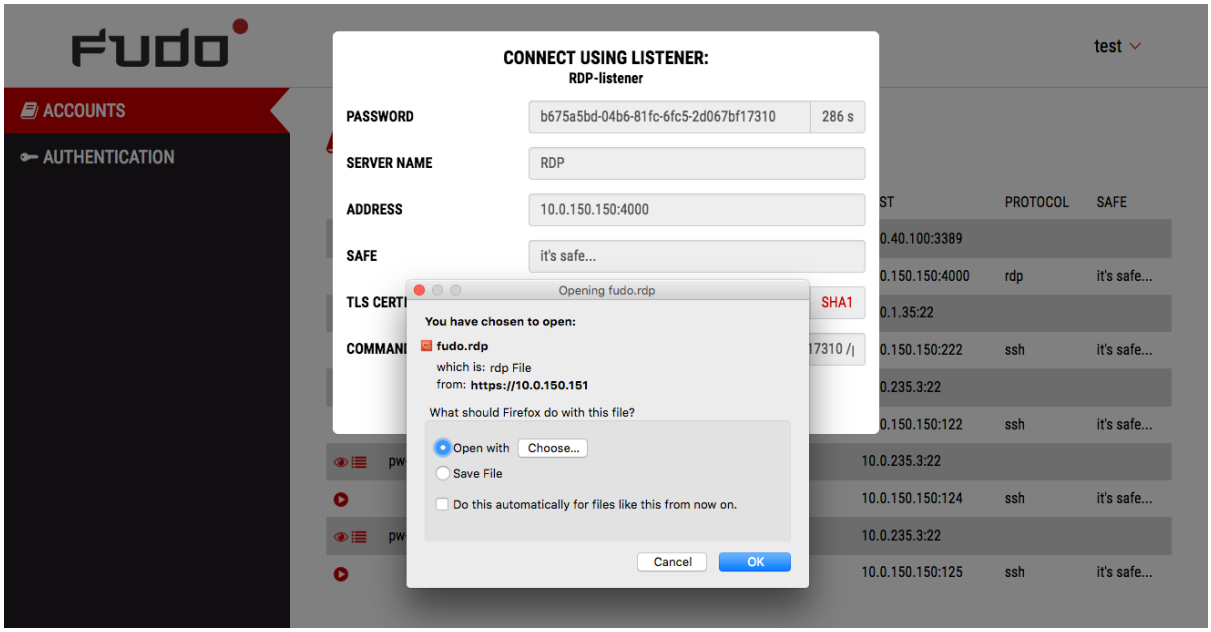
4. Optionally, select a *RemoteApp*.




5. Click *CONNECT*.

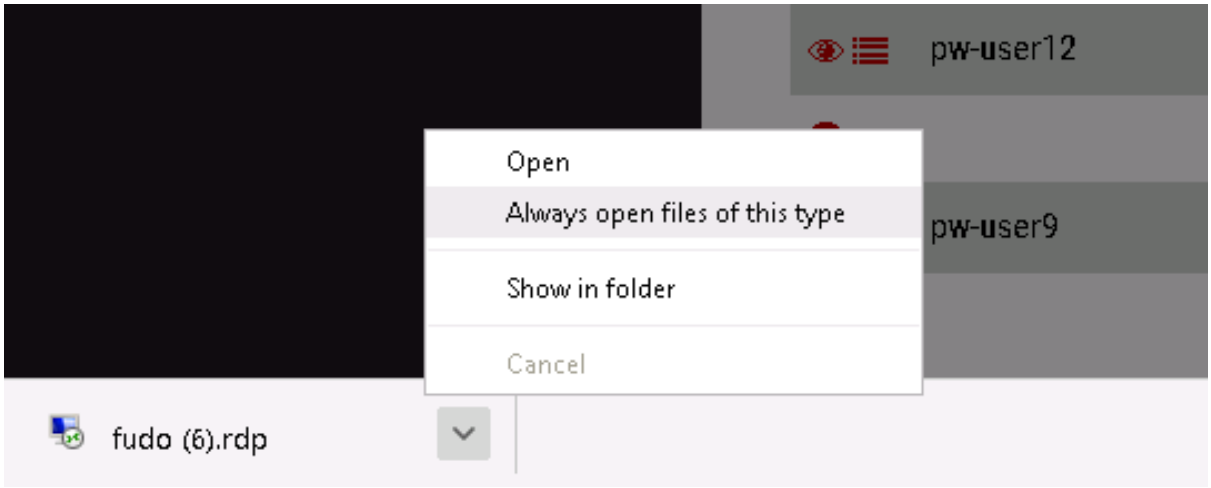



6. Save the connection definition file or launch a dedicated RDP protocol client.

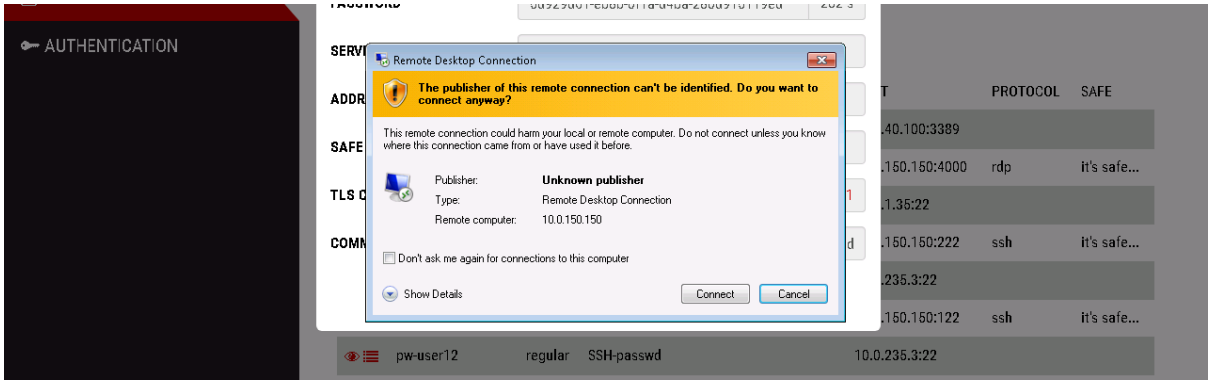



**Note:**

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

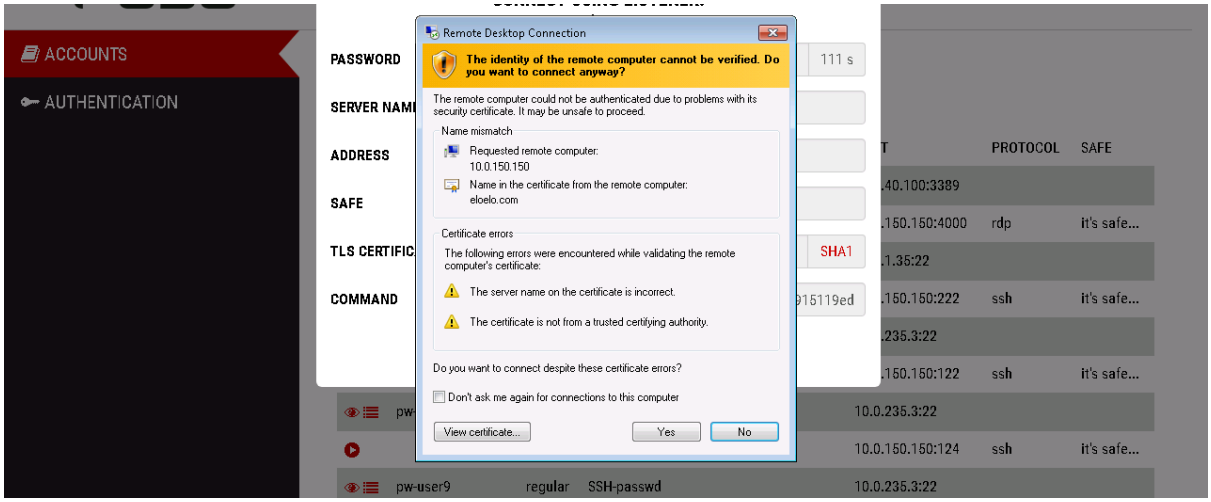



7. Click *Connect* in the RDP client app window.




8. Click *OK* in the credentials prompt window without providing the password.

9. Click *Yes* to connect to the server despite the certificate alert.

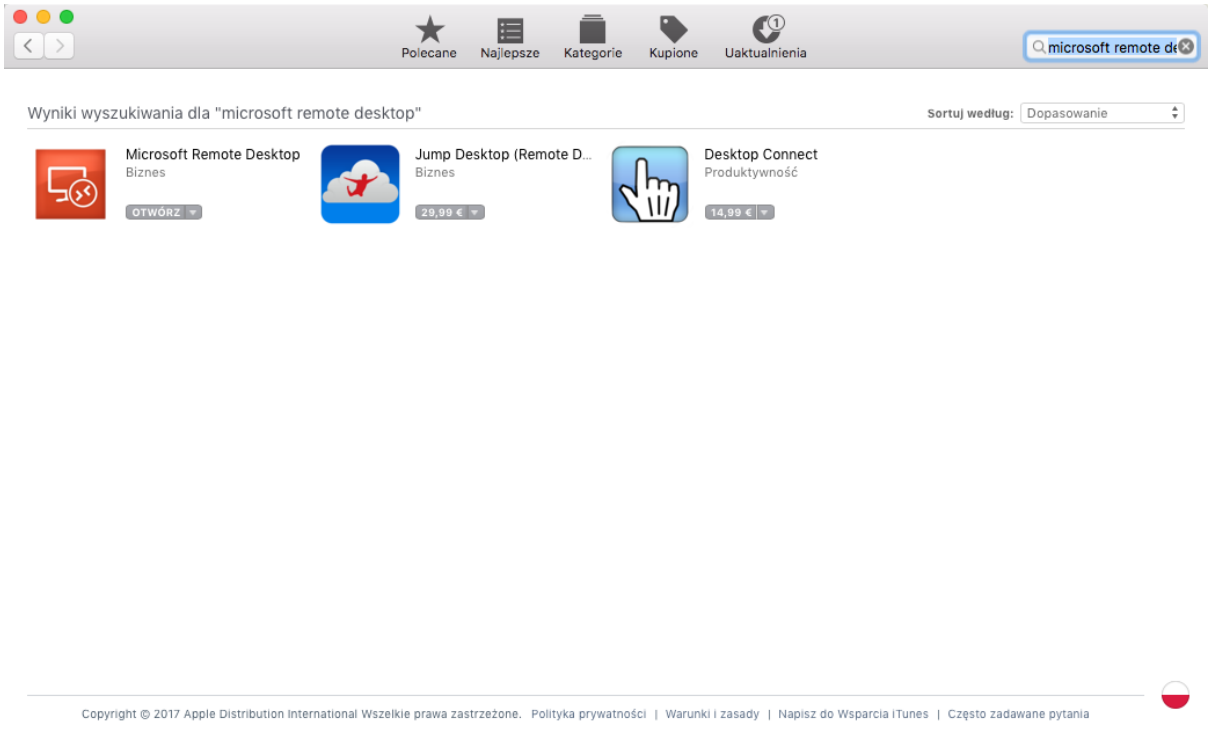



**Related topics:**

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

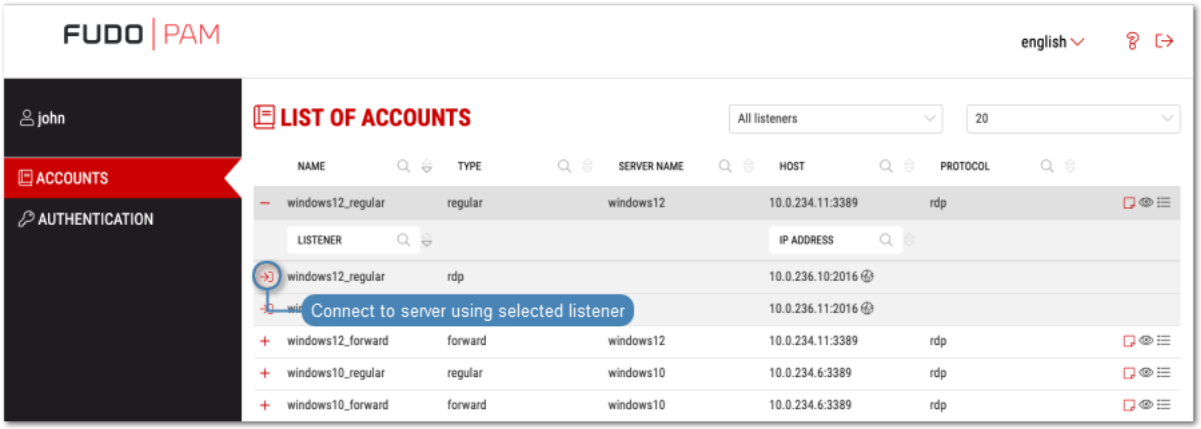
## 7.3 Connecting over RDP on Mac OS X

**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*.

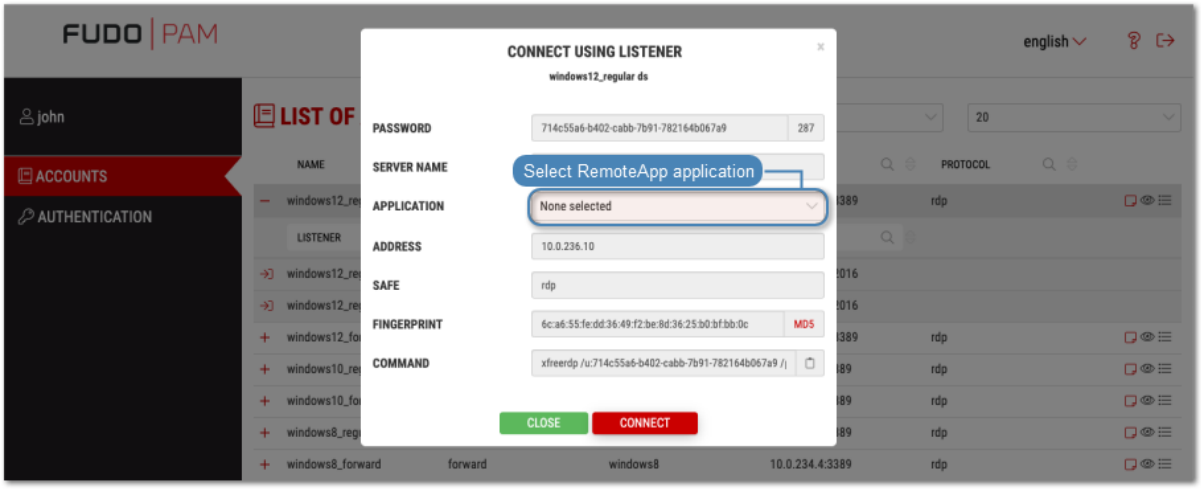
2. Find desired account and server.
3. Select desired listener and click icon.



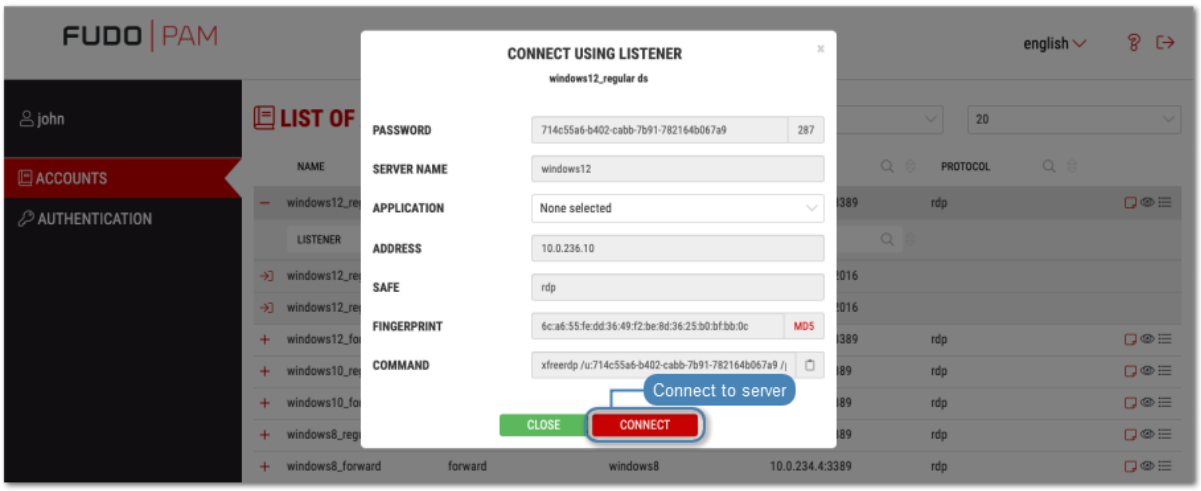

**Note:**

- 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*.

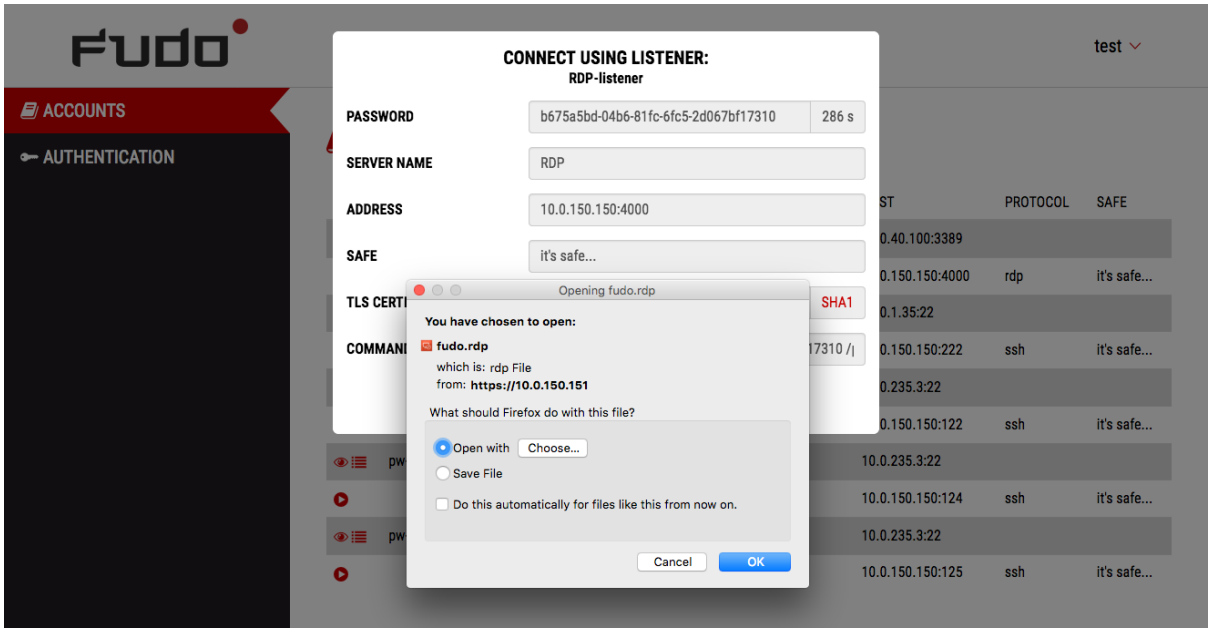
4. Optionally, select a *RemoteApp*.




5. Click *CONNECT*.

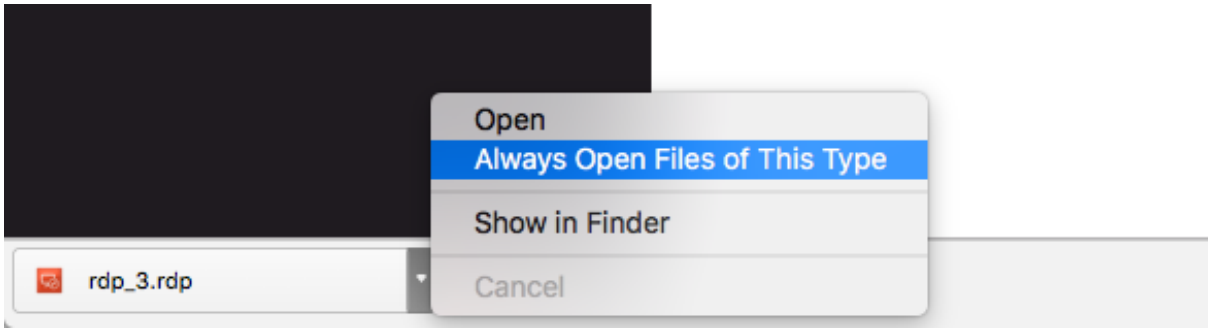



6. Save the connection definition file or launch a dedicated RDP protocol client.

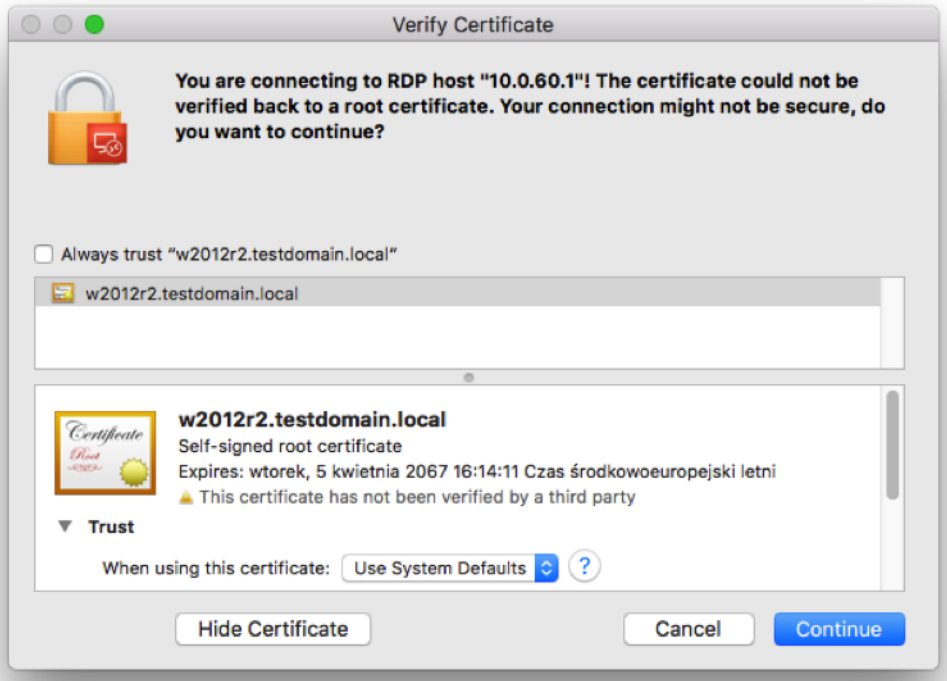



**Note:**

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



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



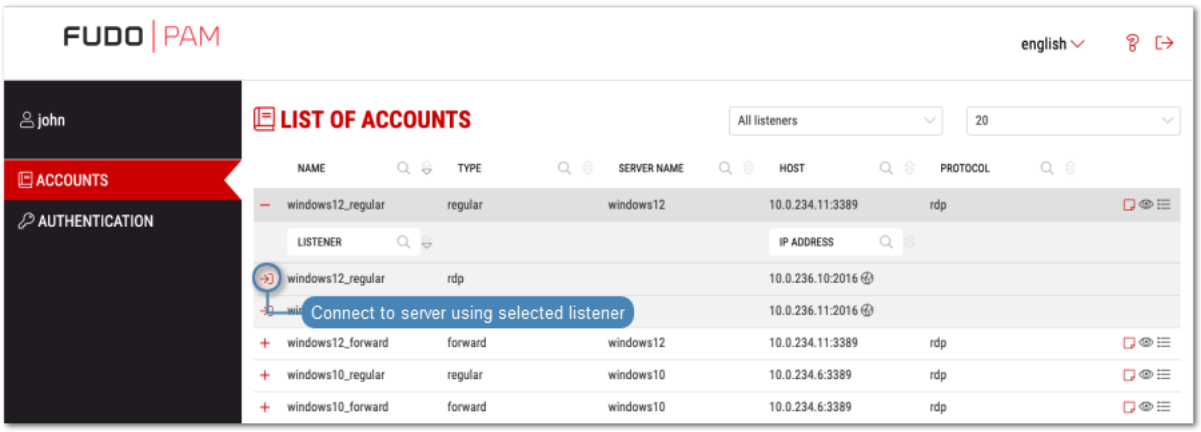

**Related topics:**

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

## 7.4 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.

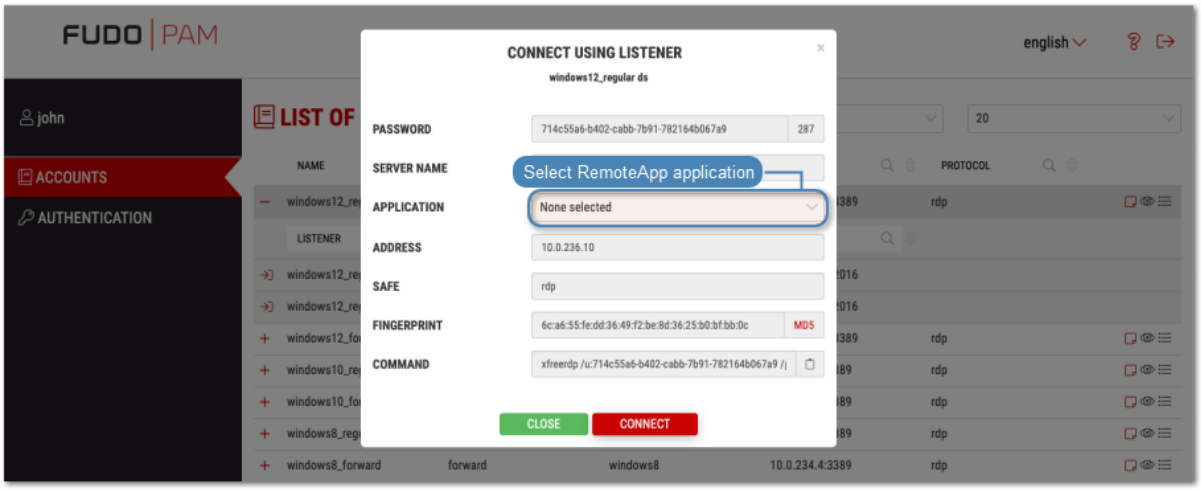
1. Log in to the User Portal and select *ACCOUNTS*.
2. Find desired account and server.
3. Select desired listener and click icon.



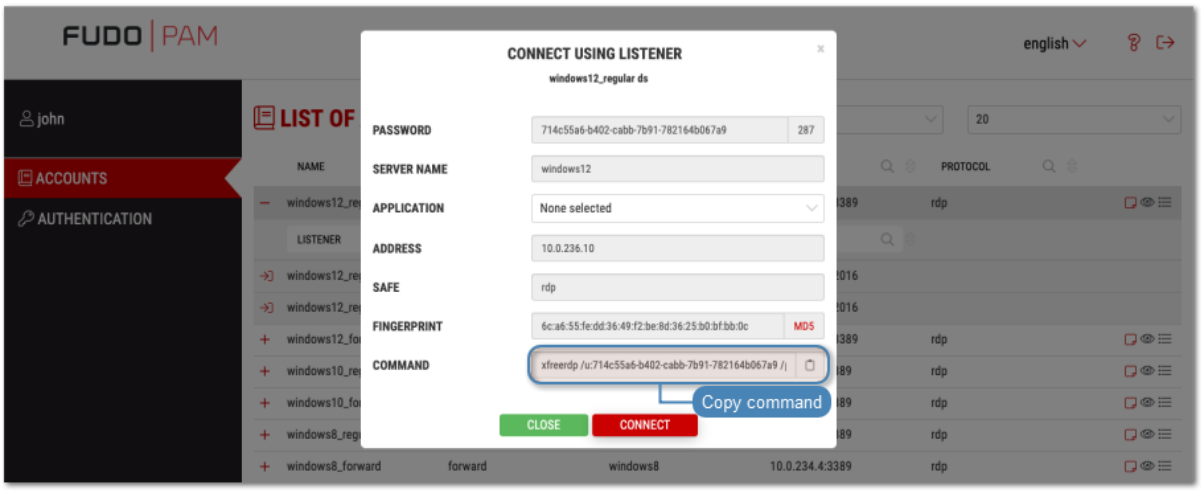

**Note:**

- 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. Optionally, select a *RemoteApp*.




5. Copy generated string.




6. Execute command in terminal window.

**Related topics:**

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

## 7.5 Connecting over SSH on Microsoft Windows 7 and 10

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**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.

---

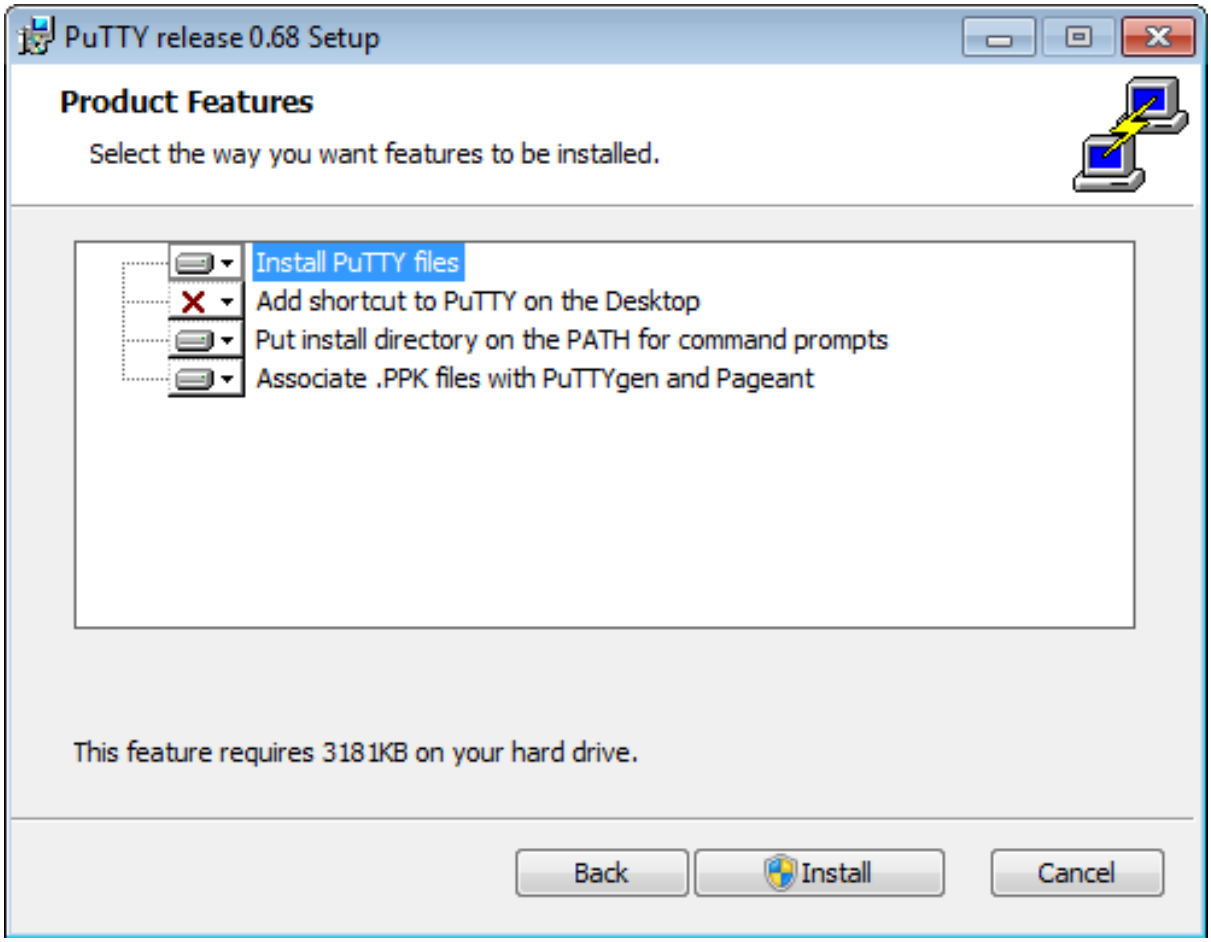
2. Download and install *PuTTY*.

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

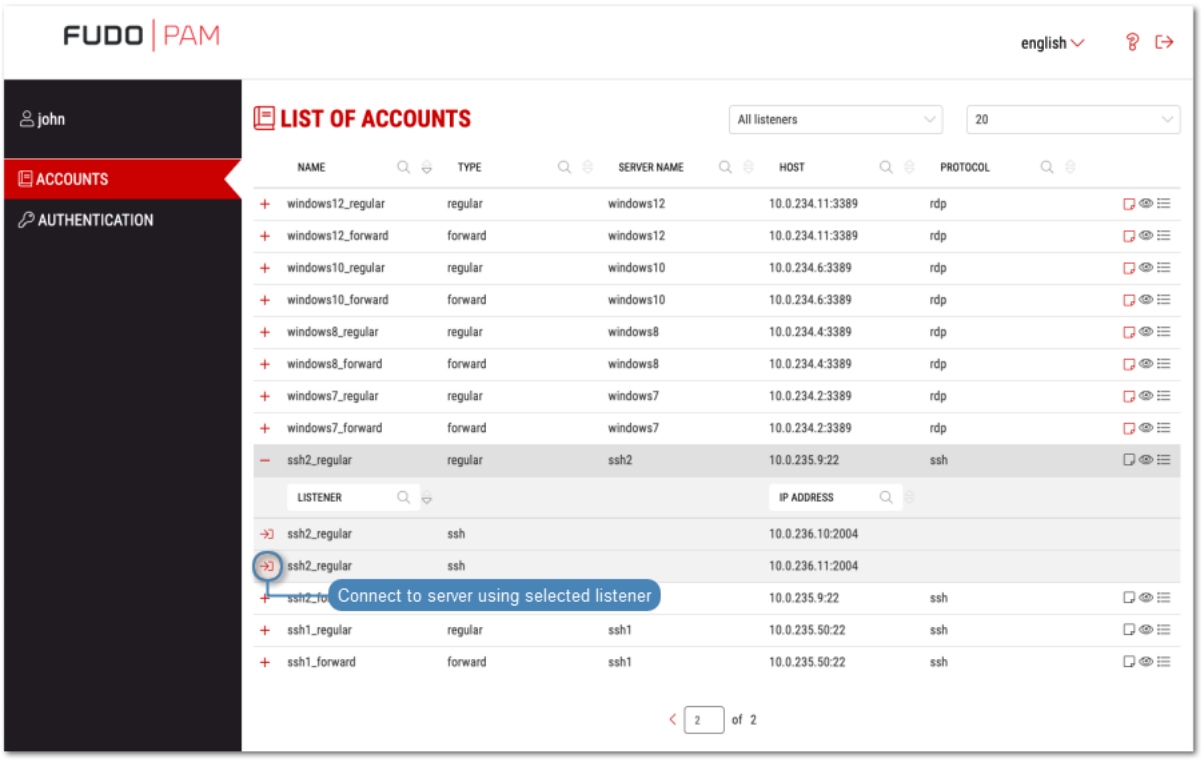
---

**Note:**

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




3. Log in to the User Portal.
4. Select *ACCOUNTS*.
5. Find desired account and server.
6. Click next to the listener you want to use to connect to the server.

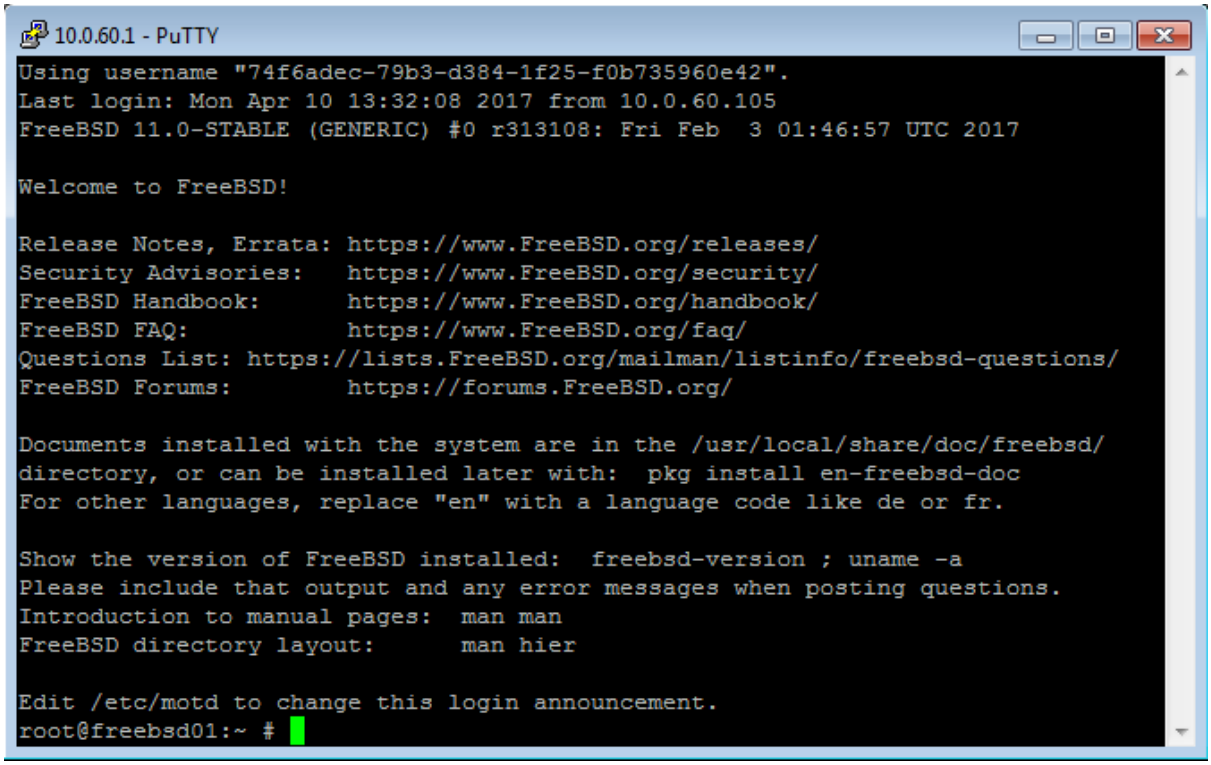



**Note:**

- 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*.

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

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

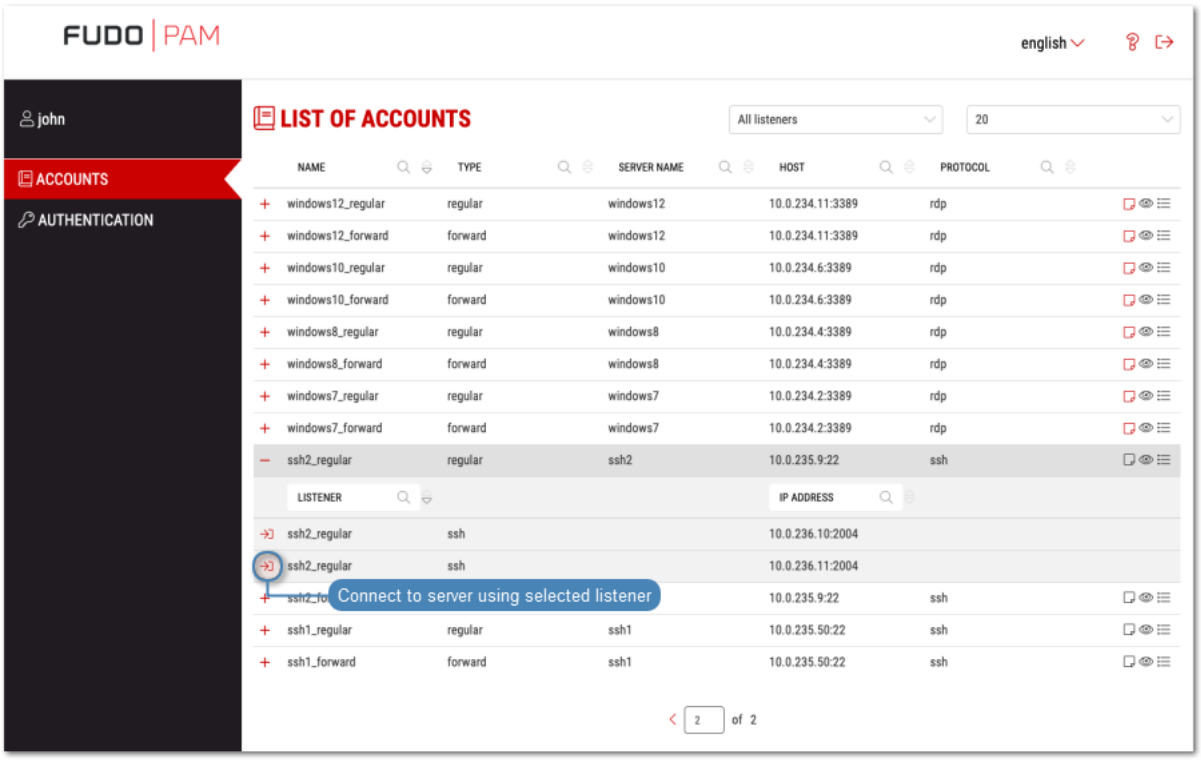



**Related topics:**

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

## 7.6 Connecting over SSH on Mac OS

1. Log in to the User Portal and select *ACCOUNTS*.
2. Find desired account and server.
3. Click next to the listener you want to use to connect to the server.

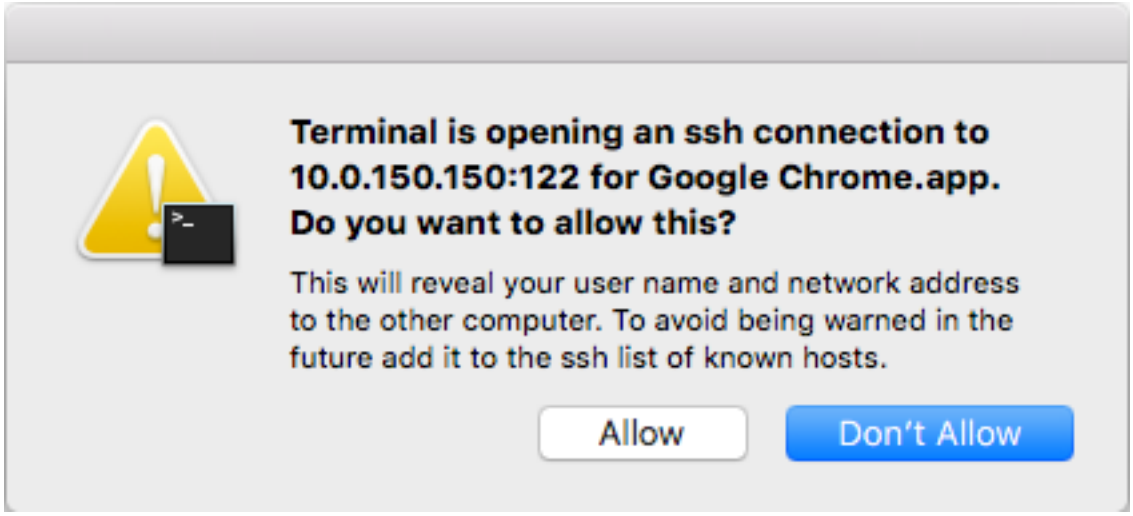



**Note:**

- 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*.

5. Click *Allow* to open the Terminal.




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*

CHAPTER 8

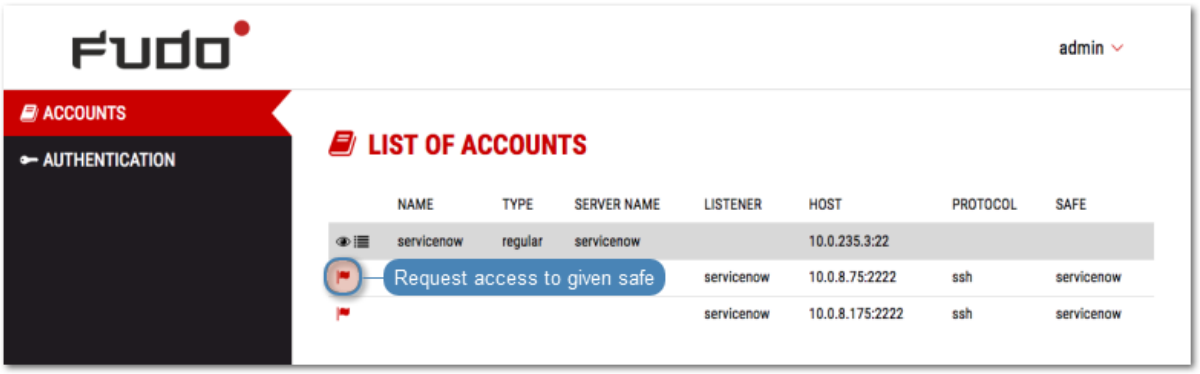
# Requesting access to safe

**Note:**

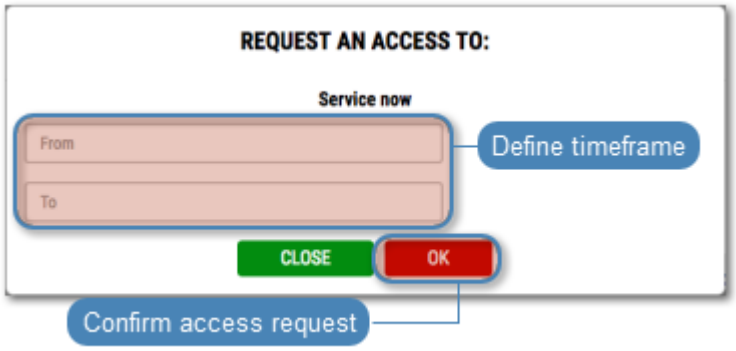
- Using this feature requires ServiceNow ticketing system.
- Usernames on Wheel Fudo PAM and *ServiceNow* must be the same to ensure correct requests processing.

To request access to safe, proceed as follows.

1. Log in to *User Portal*.
2. Find desired safe and click .




3. Define time period and click *OK*.




**Note:** Click the icon to access time settings.

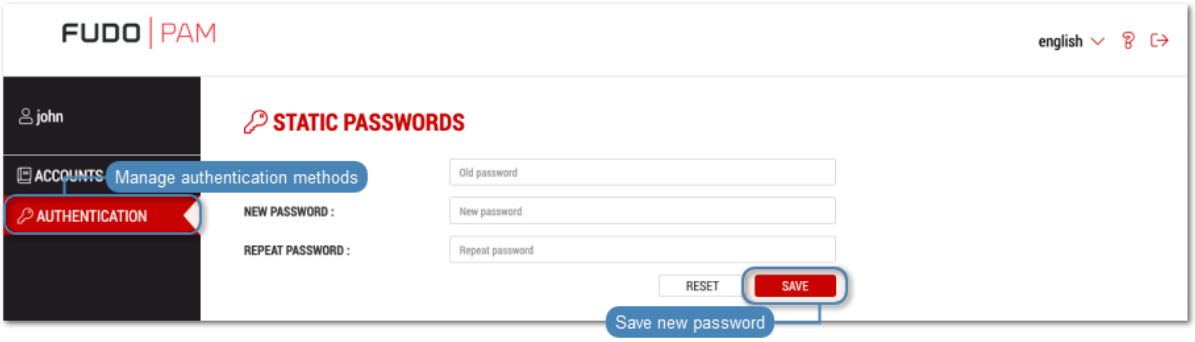
# CHAPTER 9

# 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 *SAVE*.



# CHAPTER 10

# Troubleshooting

| Problem | Symptoms and solution description |
|---|---|
| Cannot log in to the User Portal | **Symptoms:**<br>• The user cannot log in. |
| | **Solution:**<br>• Make sure you are entering correct login credentials.<br>• Contact system administrator to verify whether you have User Portal access privileges.<br>• Contact system administrator to verify the User Portal time policy settings. |

| Problem | Symptoms and solution description |
|---|---|
| Accounts list is missing objects. | **Solution:**<br>• Contact your system administrator to make sure you have access to required safes. |
| | **Symptoms:**<br>• 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 policy settings. |