

Fudo Enterprise 5.4 - Access Gateway Manual

Fudo Security

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About documentation

Conventions and symbols

This documentation is written using the following conventions:

- *italic* this formatting is used to mark user interface elements.
- example this formatting is used to write example value of a parameter, API method name or code example.
- Note field:

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

• Warning field:

Warning: Warning field usually contains essential information concerning system's operation. Not adhering to this information may have irreversible consequences.

System overview

Access Gateway enables initiating connections with monitored servers available for the logged-in user.

f	=UC	00					⑦ ONLINE HELP ③ admin	
	All	Requestable Web	client					
	(Account name	Ť	Protocol	Server name	Host:Port	Search case sensitive	
	Ð	regular_10.0.236.60		HTTP	10.0.23	10.0.23	(Address (1))	
	Ð	Static-acc		SSH	Ststic	10.0.23	(Webclient) External (Address (1))	
						< 1 >		
Session time: 15 - 00					0	apyright @ 2021 Eudo Security		

The Access Gateway also allows:

• taking an account password and automatically giving it back after a specified timeout.

Note: More information on this under the Secret Checkout and Checkin page.

• viewing a password history to selected accounts, managed by FUDO's password vault module.

Note: Check more details at the *Displaying passwords history* page.

- selecting one of the available keyboard layouts:
 - English (US),
 - German,
 - German (Swiss),
 - Norwegian, and
 - Turkish-Q.

Warning: Keyboard layouts are available for connections via RDP protocol in browser only for now.

• setting interface language to English, Polish, Russian, Ukrainian or Kazakh.

Note: Availability of the particular language is specified in the license.

Related topics:

- Logging into the Access Gateway
- Secret Checkout and Checkin
- Displaying passwords history
- Displaying and editing accounts notes
- Establishing connections
- Change Password
- Troubleshooting

Logging into the Access Gateway

Note:

- Access Gateway 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.
- Access Gateway supports Single Sign On for Active Directory accounts. Refer to system documentation for information on how to enable the SSO in Access Gateway.
- Access Gateway also allows loggin in with Azure or Okta profile. An authorized administrator can set the OpenID Connect globally for the whole system instance.
- 1. Open web browser and direct it to the IP address of the Access Gateway.

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
	LOG IN
Us	Jsername:
Pa	assword:
	Login

Related topics:

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

Secret Checkout and Checkin

An account secret can be temporarily taken by the authorized user and given back after their work is done. The user takes the password by sending a request for the secret *checkout*. Then, the secret is given back by the user's manual *checkin* or if the administrator set the duration for the user, the secret is returned automatically after that time is over.

4.1 Secret Checkout

Follow the steps to *checkout* the account secret:

- 1. Find an account whose password you want to take, hover mouse on it to display more options.
- 2. Click the $\stackrel{\frown}{\frown}$ icon.

All Requestable Web	client			
Account name	Protocol	Server name	Host:Port	Search case sensitive
Native client	SSH	10.0.23	10.0.23	Address (1
				Checkout

3. Click SUBMIT.

All Requestable Webclient Account name Protocol Server name HostPort Search case sensitive SSH SSH SSH 10.0.23 10.0.23 Address IT PASSWORD CHECKOUT REQUEST PASSWORD CHECKOUT REQUEST Employed in the second s										
SSH SSH 10.0.23 10.0.23 Address (1 ∰ Password history ✓										
O SSH SSH 10.0.23 10.0.23										
ti≣ Password history ✓										
PASSWORD CHECKOUT REQUEST										
PASSWORD CHECKOUT REQUEST										
PASSWORD CHECKOUT REQUEST										

Note:

- Prompt for password checkout reason is optional for the safe configuration.
- Depending on the configuration, password checkout may require system administrator's approval.
- If the password is currently taken by the other user, wait until it's returned or use the *FORCE CHECKOUT* option.

4. Click:

- Show password to disclose the password, or.
- Copy password to copy the password to system clipboard.

FUDO				⑦ ONLINE HELP (2) tpovar	
All Requesta	ble Webclient				
Account name	۲. In the second se	Protocol Server name	U Host:Port	Search case sensitive	
SSH		SSH 10.0.23	10.0.23	(Address (1)) [☷ Password history ♥	
		Show password	Copy password		
			CLOSE		

4.2 Secret Checkin

Follow the steps to *checkin* the account secret:

- 1. Find an account whose password you want to give back, hover mouse on it to display more options.
- 2. Click the $\stackrel{\bullet}{\bigsqcup}$ icon.

 \mathbf{or}

click the $\stackrel{{}_{\frown}}{\doteq}$ icon to open the Checkout modal window and click $\stackrel{{}_{\leftarrow}}{\doteq}$ Checkin.

FUDO				ONLINE HELP (December 2) to the second se
All Requestable Webclien	t			
Account name	Protocol	Server name	Host:Port	Search case sensitive
				Address (1)
Native client SSH	SSH	10.0.23	10.0.23	▲ = Password history ∨
				Checkin
		low password	🖸 Copy password 🕹 Checkin	

			CLOSE	

Related topics:

• Displaying passwords history

Displaying passwords history

Account password may be changed manually by the user, or automatically by the Fudo Enterprise system, based on the given settings and with given frequency. It is possible to see how and when the password was changed. Follow the steps to do so:

- 1. Find account which passwords history you want to view.
- 2. Click Password history drop-down list.

FUDO				⑦ ONLINE HELP () tpovar
All Requestable	Webclient			
Account name	Protocol	Server name	Host:Port	Search case sensitive
_				Address (1)
SSH	SSH	10.0.23	10.0.23	E Password history

3. Choose the timeline when the password had been changed.

All Requestable Web	client										
Account name	Protocol 🕹 Serve	er name				Host:Po	rt				Search case sensitive
Native client SSH	SSH 10.0.	23				10.0.2:	3				Address (1
										±	E Password history
		PA	sswo	ORD H	IISTO	RY					
	Changed	25/8/2	021	^	_	25	10/202	21 🗸	۹		
				AU	G - 20	21		+			
		mon	tue	wed	thu	fri	sat	sun			
		2	3	4	5	6	7				
		9	10	11	12	13	14	15			
		16	17	18	19	20	21				
		23	24 31	25	26	27	28	29			

4. Click O to view selected password.

Related topics:

• Change Password

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. Find account which note you want to access, hover mouse on it to display more options.
- 2. Click a comment icon to open the note.

FUDO				ONLINE HELP (D) tpovar
All Requestab	le Webclient			
Account name	Protocol	Server name	Host:Port	Search case sensitive
• Native client SS	ih SSH	10.0.23	10.0.23	Address (1)
Account name	Protocol	Server name	Host:Port	ESC or X
Account name	Protoco	I Server name	Host:Port	
SSH	SSH	10.0.23	10.0.23	
Note for account 'SSH	μ			
SAVE NOTE				

3. Add or edit the note and click *SAVE NOTE* to store changes. Click on the Cancel button on the upper right corner or press the *Esc* key on your keyboard to close the modal without

changes.

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

chapter 7

Establishing connections

7.1 Connecting via access request

You can send a request for access to the resources via the Access Gateway. There are available two types of the access requests: immediate and scheduled.

Immediate requests can be set from now up to the next 24 hours. When an immediate request is sent, its access time starts when the request is accepted. Then, you have 24 hours to start your session. When you start the session, the system counts the session time, which was requested, and terminates connection when the requested session time is over. If you do not use the access and do not connect for 24 hours after access is granted, the access becomes expired.

The scheduled type of requests requires selecting a time period in the future, including exact time and date.

7.1.1 Sending access request

In order to send a request, follow the steps:

- 1. Hover the mouse over the particular account to see more options.
- 2. Click the Access request button.

FUDO				⑦ ONLINE HELP ③ tpovar
All Requestable Webclient				
Account name J	Protocol	Server name	Host:Port	
• Access request http-jit-test	нттр	http-jit-test	10.0.2	C Requests V
			< 1 >	

3. Select a type of the request: immediate or scheduled.

Note: For both types of requests, the Reason field is required in order to activate the sending.

4. Define the request time.

					ESC or 🗙	
	Account name	Protocol	Server name	Server host		
	jit-test	HTTP	jit-test-http	10.0.2		
	Immediate Scheduled					
	Access to the resources will be granted imme	adiately afte	r the operator's consent. You will be infor	med about this [e-mail, slack, push notification].		
	тіме:		n the operator a consent. Too will be infor			
	2h 0h 2h 4h					
					SEND REQUEST	
Session time: 14 : 57	7		Capyright © 2000 - 20	20 Eudo Security		
					ESC or X	
	Account name	Protocol	Server / Pool name	Host/Mask:Port		
	forward-Windows	RDP	Windows servers	windows.example.org:3389		
	Immediate Scheduled					
	Access to the resources will be granted temp DATE RAGE:	orary after	the operator's consent.			
	Start date : 1/12/2022	09:4	12 V	End date : 31/12/2022	00:00 ~	
					Send request	

5. Click the *Send request* button.

7.1.2 Watching request status

You can receive 2 types of e-mail notifications about your request:

- Access Request accepted the request was approved by the required amount of the administrators.
- Access Request rejected the request was denied.

Status of the pending requests, as well as the requests history, are available under the *Requests* drop-down list having a mouse over the account.

FUDO				⑦ ONLINE HELP (2) tpovar
All Requestable Webclient				
Account name 🐳	Protocol	Server name	Host:Port	
Access request http-jit-test	нттр	http-jit-test	10.0.2	C Requests V
			< 1 >	

Here you can observe the process of voting, including seeing a number of required votes and how much voices is left for access to be granted.

Requests				New request
Time	Value	Status	Reason	
Fr, July 30th 2021, 10:26	2h	EXPIRED	Test2	Votes 0/1
Fr, July 30th 2021, 10:26	2h	EXPIRED	Test	Votes 0/1
Tu, July 13th 2021, 9:13	2h	EXPIRED	Try again	Votes 1/2 🖌
			granted by admin	We, April 14th 2021, 3:5
Гu, July 13th 2021, 9:13	2h	REJECTED	g	Votes 1/1
We, April 14th 2021, 16:55	2h	REVOKED	Try	Votes 1/1

Note: When the access has been already granted, the user can send another request from the requests history bar by selecting the + New request button.

7.2 Connecting over RDP, VNC and SSH in browser

Connecting over RDP, VNC and SSH in browser is available via the Webclient feature. Filter the Webclient-supported accounts by choosing the *Webclient* tab.

Note: Connecting to the server over **RDP protocol** in browser, select one of the available keyboard layouts:

- English (US),
- $\bullet \ German,$
- German (Swiss),
- Norwegian, and
- Turkish-Q.

Follow the steps to use the Webclient feature for RDP, VNC or SSH connection:

- 1. Find desired account and server, hover your mouse over to display more options.
- 2. Click the Web client button next to the account you want to use to connect to the server.

FUDO				IE HELP (2) tpovar	
All Requestable Webclient					
Account name 🥹	Protocol	Server name	Host:Port		
Native client Web client	RDP	Windows 2019 RDP QA107	10.0.23	Webclient	
€ root@ubuntu	SSH	Ubuntu 18 SSH Static single	10.0.23	Webclient	
		< 1			

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

Related topics:

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

7.3 Connecting over RDP on Microsoft Windows 7 and 10

- 1. Find desired account and server, hover your mouse over to show more options.
- 2. Select the *Native client* button.

FUDO				ONLINE HELP (🔊 tpovar
All Requestable Webclient					
Account name ↓	Protocol	Server name	Host:Port		
Native client Web client	RDP	Windows 2019 RDP QA107	10.0.23		Webclient
o root@ubuntu	SSH	Ubuntu 18 SSH Static single	10.0.23		Webclient
		< 1 >			

3. Choose the listener, via which you want to connect.

			(3) ONLINE HELP Trover ESC or >
Account name	Protocol Server name	Host:Port	
Administrator@remoteapp	RDP Windows 2019 RI	DP QA107 10.0.23	
Proxy for windows	tpovar	10.0.23]
FINGERPRINT SHA1 MD5			
bd:73:ec:cb:98:b6:5a:	60:bb:b8:bf:0b:1e:d5:8a:aa:	3c:73:8c:79	
0ef25098-fe17-cdc0-97	'e1-5220a6264fd1		
xfreerdp /u:0ef25098-	fe17-cdc0-97e1-5220a6264fd1	/p: /v:10.0.236.201:8766	
			Connect
proxy for windows	tpovar	10.0.23	
proxy for windows	tpovar	10.0.23	
proxy for windows	tpovar	10.7.0.	

4. Click Connect.

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	
ntdo (6).rdp	~	

5. Click *Continue* in the credentials prompt window without providing the password.

		() ONLINE HELP S toovar ESC or X
Account name Administrator@remoteapp	Protocol Server name HostsPort RDP Windows 2019 RDP QA107 10.0.23	
proxy for windows	tpovar 10.0.23	
proxy for windows FINGERPRINT <u>SHA1</u> MD5 bd: 73:ec:cb:98:b6:5a:60:b ONE TIME PASSWORD (Active for: 26 c799c@cb-16b4-1e6c-62cc-6 CONNECTION COMMAND xfreerdp /u:c799c@cb-16b4	Confi Username: c799c0cb-16b4-1e6c-62cc-64403e9466 49: Password:	copy
Proxy for windows	tpovar 10.0.23	
Proxy for windows	tpovar 10.7.0.	

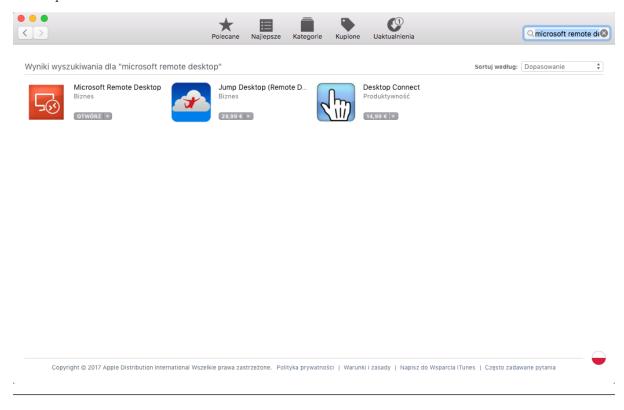
6. Click *Continue* to connect to the server despite the certificate alert.

Related topics:

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

7.4 Connecting over RDP on Mac OS X

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



- 1. Find desired account and server, hover your mouse over to show more options.
- 2. Select the *Native client* button.

All Requestable Webclient	Protocol	Server name	Host:Port	
Native client Administrator@remo		Windows 2019 RDP QA107	10.0.23	Webclient
• root@ubuntu	SSH	Ubuntu 18 SSH Static single	10.0.23	Webclient

3. Choose the listener, via which you want to connect.

Administrator@remoteapp	RDP Windows	s 2019 RDP QA107 10.0.23	
© proxy for windows	tpovar	10.0.23	
FINGERPRINT SHA1 MD5			
bd:73:ec:cb:98:b6:5	a:60:bb:b8:bf:0b:1e:d5:	:8a:aa:3c:73:8c:79	
0ef25098-fe17-cdc0-	97e1-5220a6264fd1		
xfreerdp /u:0ef2509	8-fe17-cdc0-97e1-5220a6	6264fd1 /p: /v:10.0.236.201:8766	
			Connect
proxy for windows	tpovar	10.0.23	
proxy for windows	tpovar	10.0.23	
proxy for windows	tpovar	10.7.0.	

4. Click Connect.

Note:

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

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

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

50	verified back to a root certificate. Your connection might not be secure, do you want to continue?
Always trust	"w2012r2.testdomain.local"
📴 w2012r2	testdomain.local
	0
Certificate	w2012r2.testdomain.local
Rod m	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	using this certificate: Use System Defaults 💿 ?
	Hide Certificate Cancel Continue

Related topics:

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

7.5 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. Find desired account and server, hover your mouse over to show more options.
- 2. Select the *Native client* button.

FUDO				⑦ ONLINE HELP (tpovar)	
All Requestable Webclient					
Account name ↓	Protocol	Server name	Host:Port		
Native client Web client	t RDP	Windows 2019 RDP QA107	10.0.23	(Webclient)	
♥ root@ubuntu	SSH	Ubuntu 18 SSH Static single	10.0.23	(Webclient)	
		< 1 >			

- 3. Choose the listener, via which you want to connect.
- 4. Copy generated string.

Account name	Protocol Server na	me Host:Port	
Administrator@remoteapp	RDP Windows	rs 2019 RDP QA107 10.0.23	
• proxy for windows	tpovar	10.0.23	
bd:73:ec:cb:98:b6:5a	:60:bb:b8:bf:0b:1e:d5	:8a:aa:3c:73:8c:79	
0ef25098-fe17-cdc0-9	7e1-5220a6264fd1		
xfreerdp /u:0ef25098	-fe17-cdc0-97e1-5220a	6264fd1 /p: /v:10.0.236.201:8766	
			Connect
proxy for windows	tpovar	10.0.23	
Proxy for windows	tpovar	10.0.23	
Proxy for windows	tpovar	10.7.0	

5. Execute command in terminal window.

Related topics:

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

7.6 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-5.19.2-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-0.75-installer.msi

Note:

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

岃 PuTTY release 0.68 Setup	- • •
Product Features Select the way you want features to be installed.	
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 Access Gateway.
- 4. Find desired account and server, hover your mouse over to show more options.
- 5. Select the *Native client* button.

FUDO				⑦ ONLINE HELP	💽 tpovar
All Requestable Webclient					
Account name 🤳	Protocol	Server name	Host:Port		
Administrator@remoteapp	RDP	Windows 2019 RDP QA107	10.0.23		Webclient
Native client Web client	SSH	Ubuntu 18 SSH Static single	10.0.23		Webclient
		< 1			

6. Choose the listener, via which you want to connect.

Account name	Protocol Server name	Host:Port	
root@ubuntu	SSH Ubuntu 18 SSH	Static single 10.0.23	
proxy for ubuntu	tpovar	10.0.23	
01:c4:1c:1a:72:d5:91	f:03:eb:48:4f:ba:c8:1e:a9:55	5:b0:7e:d5:ef	
348e6680-f8bf-b651-a	a06e-38a4f31119ee		
CONNECTION COMMAND			
SSN -L 34866680-T8D1	r-b651-a06e-38a4T31119ee -p	8765 -o HostKeyAlgorithms=ss	sh-rsa 10.0.23 Copy
			Connect
proxy for ubuntu	tpovar	10.0.23	
Proxy for ubuntu	tpovar	10.0.23	
O proxy for ubuntu	tpovar	10.7.0.4	

- 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.

```
🗬 10.0.60.1 - PuTTY
                                                                        -- - - <del>- ×</del>
Using username "74f6adec-79b3-d384-1f25-f0b735960e42".
Last login: Mon Apr 10 13:32:08 2017 from 10.0.60.105
FreeBSD 11.0-STABLE (GENERIC) #0 r313108: Fri Feb 3 01:46:57 UTC 2017
Welcome to FreeBSD!
Release Notes, Errata: https://www.FreeBSD.org/releases/
Security Advisories:
                      https://www.FreeBSD.org/security/
FreeBSD Handbook:
                      https://www.FreeBSD.org/handbook/
FreeBSD FAQ:
                       https://www.FreeBSD.org/faq/
Questions List: https://lists.FreeBSD.org/mailman/listinfo/freebsd-questions/
FreeBSD Forums:
                      https://forums.FreeBSD.org/
Documents installed with the system are in the /usr/local/share/doc/freebsd/
directory, or can be installed later with: pkg install en-freebsd-doc
For other languages, replace "en" with a language code like de or fr.
Show the version of FreeBSD installed: freebsd-version ; uname -a
Please include that output and any error messages when posting questions.
Introduction to manual pages: man man
FreeBSD directory layout:
                               man hier
Edit /etc/motd to change this login announcement.
root@freebsd01:~ #
```

Related topics:

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

7.7 Connecting over SSH on Mac OS, Linux

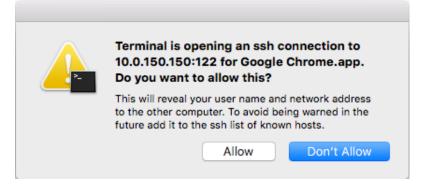
- 1. Find desired account and server, hover your mouse over to show more options.
- 2. Select the *Native client* button.

FUDO (?) ONLINE HELP (2) tpovar	FUDO
All Requestable Webclient	•
Account name 🕘 Protocol Server name Host:Port	Account name 🚽
Administrator@remoteapp RDP Windows 2019 RDP QA107 10.0.23	Administrator@r
O Native client root@ubuntu SSH Ubuntu 18 SSH Static single 10.0.23	root@
Account name Protocol Server name Host:Port Image: Administrator@remoteapp RDP Windows 2019 RDP QA107 10.0.23 Image: RDP return of the server name return	Account name E Administrator@r Native client

3. Choose the listener, via which you want to connect.

Account name	Protocol Server	name	Host:Port	
root@ubuntu	SSH Ubunt	tu 18 SSH Static single	10.0.23	
Proxy for ubuntu	tpovar	10.0.23		
01:c4:1c:1a:72:d5:91	:03:eb:48:4f:ba:c8:	1e:a9:55:b0:7e:d5:ef		
348e6680-f8bf-b651-a	106e-38a4f31119ee			
ssh -l 348e6680-f8b1	-b651-a06e-38a4f311	19ee -p 8765 -o Host	KeyAlgorithms=ssh-rsa 10.0.23	
				Connect
proxy for ubuntu	tpovar	10.0.23		
proxy for ubuntu	tpovar	10.0.23		
proxy for ubuntu	tpovar	10.7.0.4		

- 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

WebClient Features

For the sessions based on RDP and SSH protocols carried out in the browser panel tab has embedded the following features:

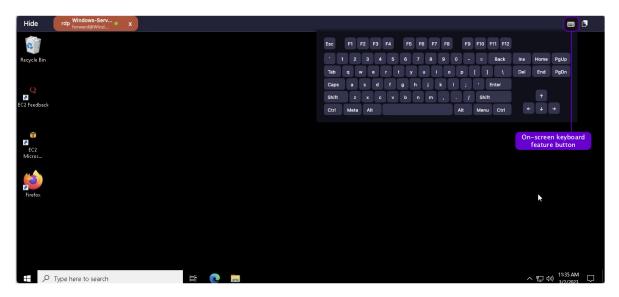
- *Hide / Show* button that minimizes / maximizes the connection window.
- Session tabs displaying protocol type, listener name and connection status:
 - - connection is establishing,
 - \bullet session is connected,
 - • session is disconnected.
- "Clipboard" button that allows to copy the text to the server's system clipboard. Just paste the text into the clipboard window and press *Copy*.

Hide rdp Windows-Serv • x			
Hide / Show		Screen resizing	An example text to copy Clipboard
	🥼 *New Text Document - Notepad	- 🗆 ×	
EC2 Fredback	File Edit Format View Help An example text to copy	~	Clear Copy
т 1 602 Micros			
firefox		v	
	< Ln 1, Col 28 100% Wit	indows (CRLF) UTF-8	
+ \mathcal{P} Type here to search	💽 🚍 🥥		へ 腔 (か) 11:35 AM 3/2/2023 「ワ

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

For connections established using the RDP protocol additionally you can use:

- Screen resizing button available during connections where a specific resolution is set in the Safe's "Protocol Functionality" settings. When enabled, the WebClient screen is scaled automatically with the browser size change.
- On-screen keyboard feature button.



Additionally, for the sessions based on SSH protocol, there are features that allow customizing the view. You can change font size and a terminal color scheme. Four themes are available:

- black-white default scheme,
- gray-black,
- green-black,
- white-black.

Hide ssh ACC_Ubuntu_(10.0 ♥ ⊗ System information as o	<mark>rd⊅ACC_Windows_(10… [®] ⊗</mark> f Wed 21 Oct 2020 01:43:50 PM UTC	(· 12 +) ((?) □
Memory usage: Swap usage: Processes:	0.62 53.1% of 19.5668 61% 23% 232	Customize terminal font size
Users logged in: IPv4 address for ens18: IPv4 address for ens18: IPv4 address for ens18: IPv4 address for ens18: IPv4 address for ens18:	10.0.235.2 10.0.235.3 10.0.235.4	Customize terminal color scheme
IPv4 address for ens18: IPv4 address for ens18:	10.0.235.6 10.0.235.7 10.0.235.8 10.0.235.9 10.0.235.10	
* Introducing autonomous production environment: with automatic data st	2001:1a68:2d:1:cce5:ff:fef5:9946 high availability clustering for MicroK8s s! Super simple clustering, hardened Kubernetes, ore operations. A zero-ops HA K8s for anywhere.	
https://microk8s.io/ 10 updates can be installo 0 of these updates are see To see these additional u	ed immediately.	
*** System restart requir Last login: Wed Oct 21 13 adminl@ubuntu-qa:~\$ ∎	ed *** :43:13 2020 from 10.0.236.190	

Note: Access Gateway saves tabs with recent connections established via the WebClient. Sessions that were left in the opened tabs are saved and can be reconnected by a user by clicking on the particular session tab.

Related topics:

- Connecting over RDP, VNC and SSH in browser
- Connecting over RDP on Mac OS X
- Connecting over RDP on Microsoft Windows 7 and 10
- Connecting over RDP on Ubuntu Linux

Change Password

Fudo Enterprise Access Gateway allows changing a static password as well as a password enabled as a part of multi-factor authentication.

In order to change the password, follow the steps:

- 1. Click on your login name on the upper right corner.
- 2. Select the Change password button.

forward-Windows RDP Windows servers Example Windows pool windows.exam Cog out Cog out Cog out Webclient Address Webclient Address Webclient Address	All Requestable Webclient Account name U Protocol U Server / Pool name	e 🛛 🕸 Server / Pool descri 🖡	Host/Mask:Port	Server keyboard layout: English (US)
C Requests root-Linux SSH Linux servers Example Linux pool linux.example.o				
o root-Linux SSH Linux servers Example Linux pool linux.example.o	o forward-Windows RDP Windows serv	ers Example Windows pool	windows.exam	C Requests V
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Example RDP windows.example.org Example RDP Server windows.exam	tetpo2 RDP windows.exan	ple.org Example RDP Server		(Webclient) Address (1 C) (Ⅲ Password history ♥) (Requests ♥

3. Follow the displayed messages and provide a new password. Once done, click Save.

Related topics:

• Displaying passwords history

chapter 10

Troubleshooting

Problem Symptoms and solution description			
Cannot log in to the Access Symptoms:			
Gateway	• The user cannot log in.		
	Solution:		
	• Make sure you are entering correct login credentials.		
	• Contact system administrator to verify whether you have		
	Access Gateway access privileges.		
	• Contact system administrator to verify the Access Gate		
	way time policy settings.		
	U L U U		

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	
	policy settings.	