



# **Enterprise Self Service**

## **Configuring Different Domains**

Active Directory, OpenLadap, Office365,  
Salesforce, Googleapps

**Software version 5.0.0.0**



**General Information: [info@cionsystems.com](mailto:info@cionsystems.com)**

**Online Support: [support@cionsystems.com](mailto:support@cionsystems.com)**

© CionSystems Inc. ALL RIGHTS RESERVED.

This guide may not be reproduced or transmitted in part or in whole by any means, electronic or mechanical, including photo copying and recording for any purpose other than the purchaser's use under the licensing agreement, without the written permission of CionSystems Inc.

The software application in this guide is provided under a software license (EULA) or non-disclosure agreement. This product may only be used in accordance with the terms of the applicable licensing agreement.

This guide contains proprietary information protected by copyright. For questions regarding the use of this material and product, contact us at:

CionSystems Inc.  
6640 185<sup>th</sup> Ave NE  
Redmond, WA-98052, USA  
<http://www.CionSystems.com>  
Ph: +1.425.605.5325

## **Trademarks**

CionSystems, CionSystems Inc., the CionSystems Inc. logo, CionSystems Enterprise self-service are trademarks of CionSystems. Other trademarks and registered trademarks used in this guide are property of their respective owners.

## Table of Contents

Introduction .....	4
Features .....	5
System Requirements.....	5
Microsoft Azure   Office365 - Install the cmdlets .....	6
Installation .....	6
Configuring CionSystems Enterprise Self Service .....	12
Configuration of Active Directory Domain .....	12
Configuring Office365 Domain to application .....	15
Configuring Open LDAP Domain to application.....	16
Configuring Sales Force cloud to application .....	17
Configuring Google apps to application .....	18

## 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, Openldap 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](#)

[Windows Azure Active Directory Module for Windows PowerShell \(32-bit version\)](#) [Windows Azure Active Directory Module for Windows PowerShell \(64-bit version\)](#)

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:

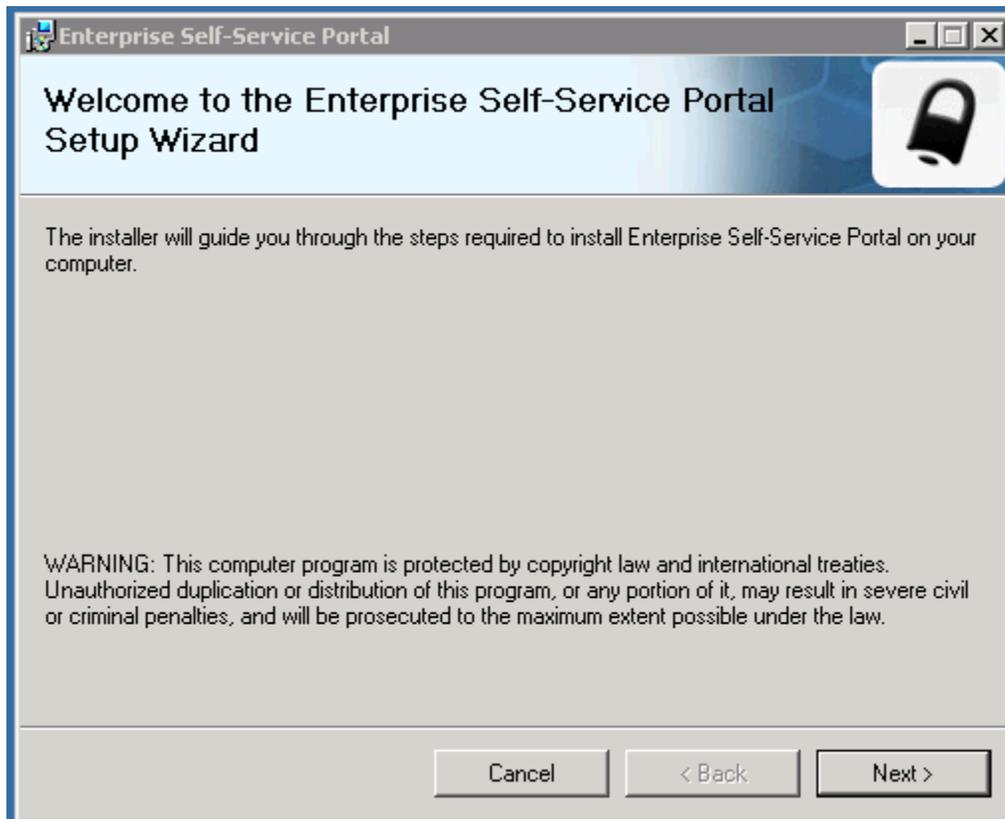
1. Open email.
2. Click on the 'Download Free Trial' button.
3. Save "EnterpriseSelfServicePortal.msi" file to the hard drive.
4. When the download is complete, go to start > windows explorer.
5. Open the file where "EnterpriseSelfServicePortal.msi" file was saved.
6. Double click on "EnterpriseSelfServicePortal.msi"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

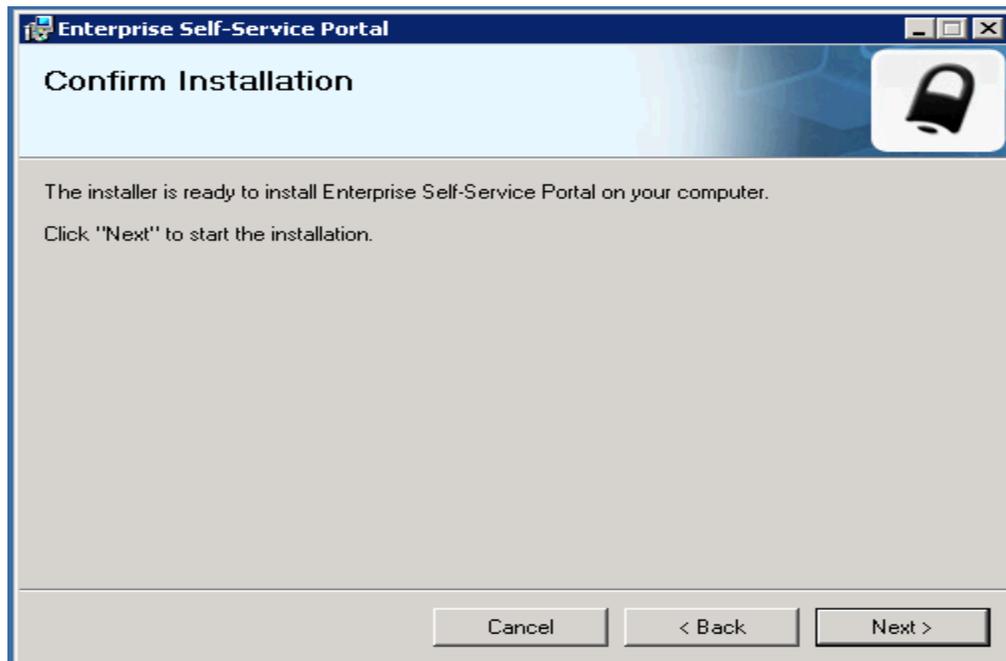
### The Welcome Screen



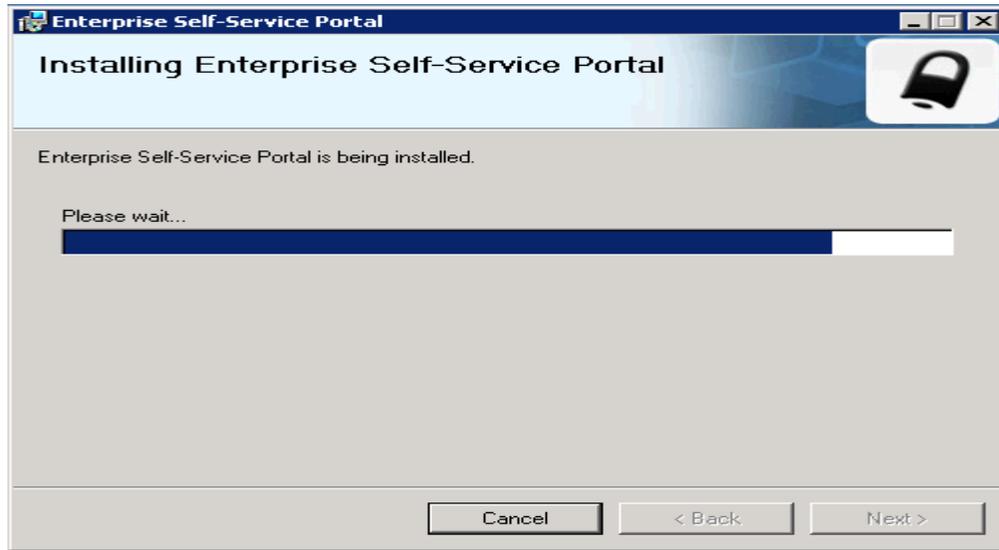
1. Click Next.
2. Click Next in System Requirements and Information screen



3. Select I Agree.
4. Click Next

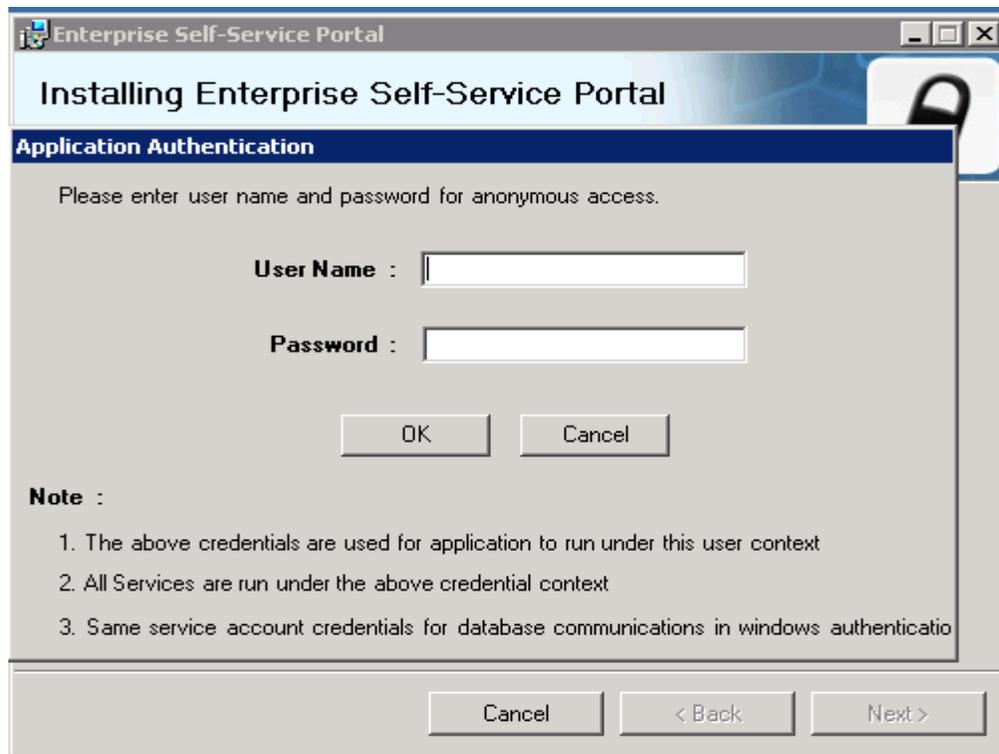


5. Click Next.



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



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

Server Name:

Port Number:  Default 1433 for TCP

Authentication:  ▼

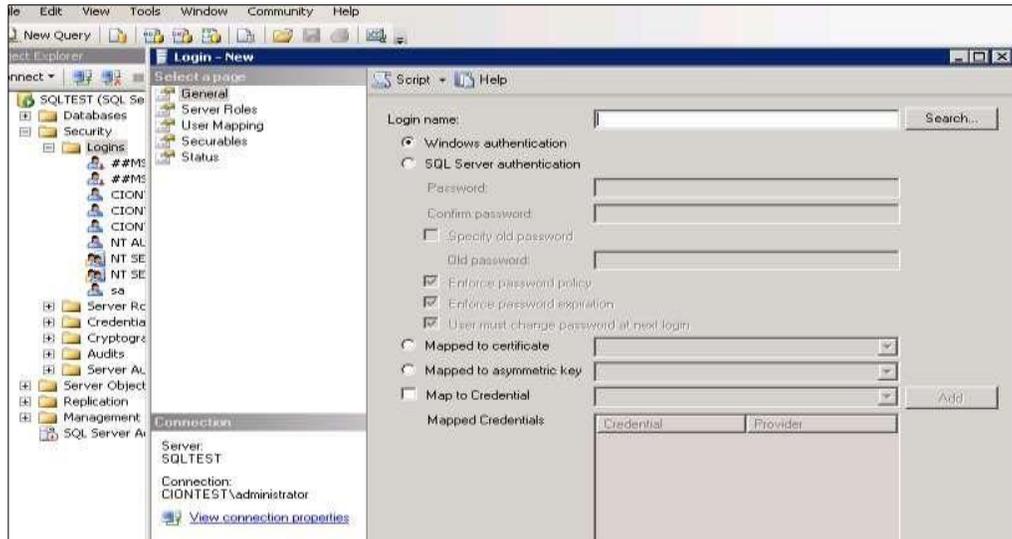
Login:

Password:

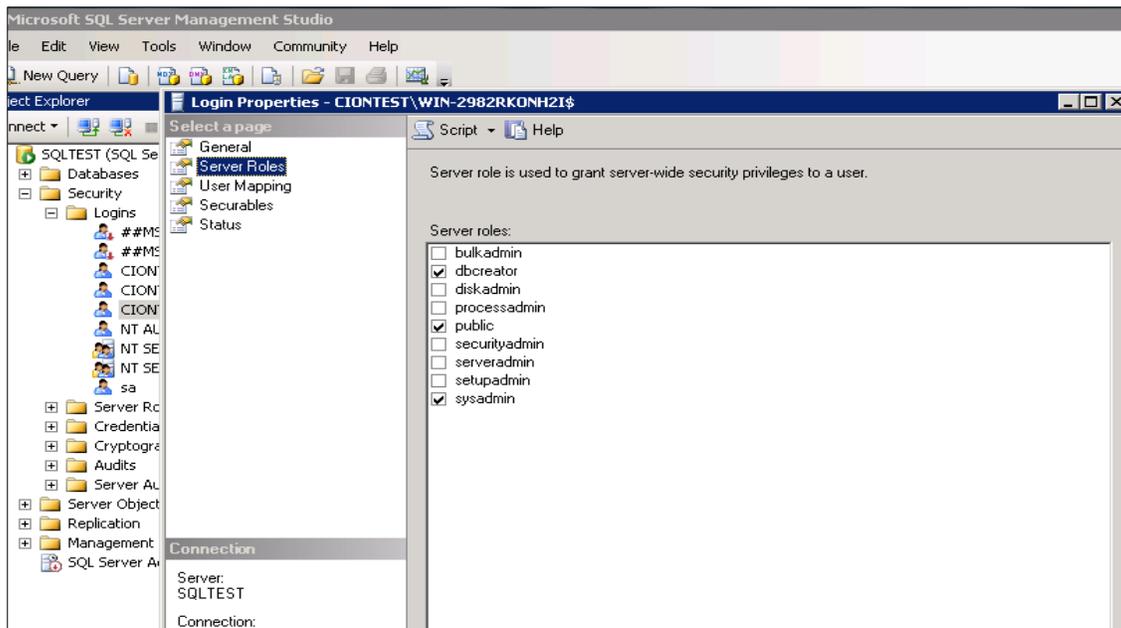
Test Connection

Next Cancel

- 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.

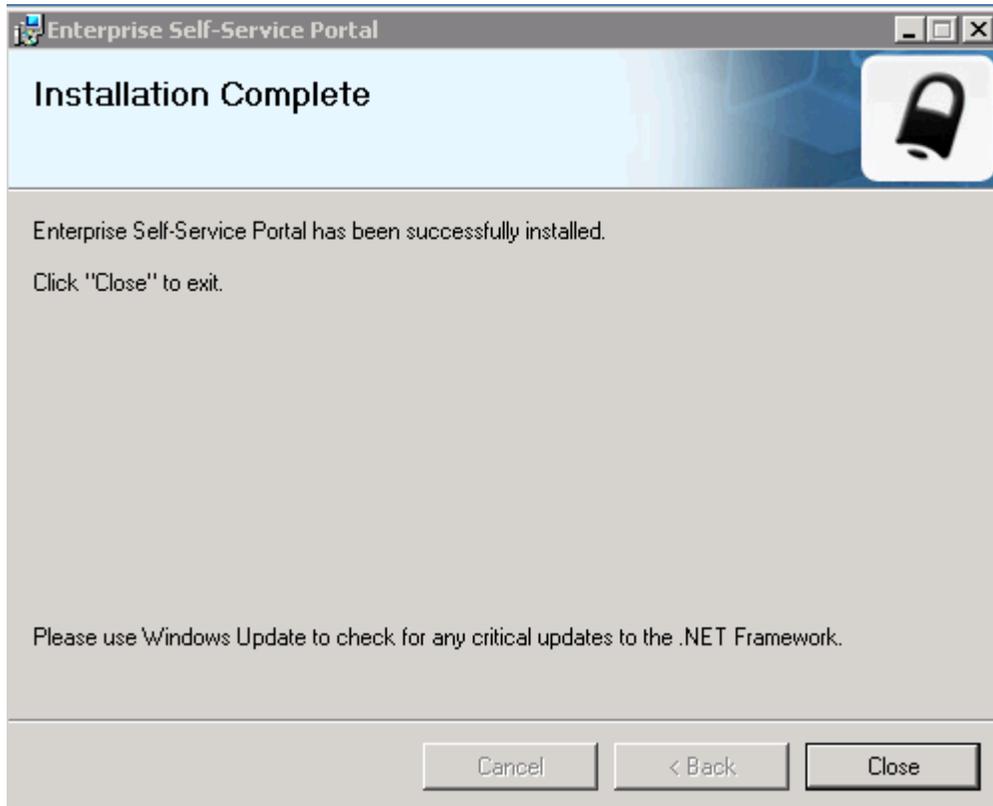


After adding system account in SQL server logins, Right click on account and modify the server roles and give the following permission dbcreator, sysadmin, public and click on save.



**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.



## 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.



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**

Logout

**Add Domain Details:**

Domain Type:  Active Directory  Azure AD  Openldap

Domain Controller:

Domain name:

User name:

Password:

Port Number:

SSL:

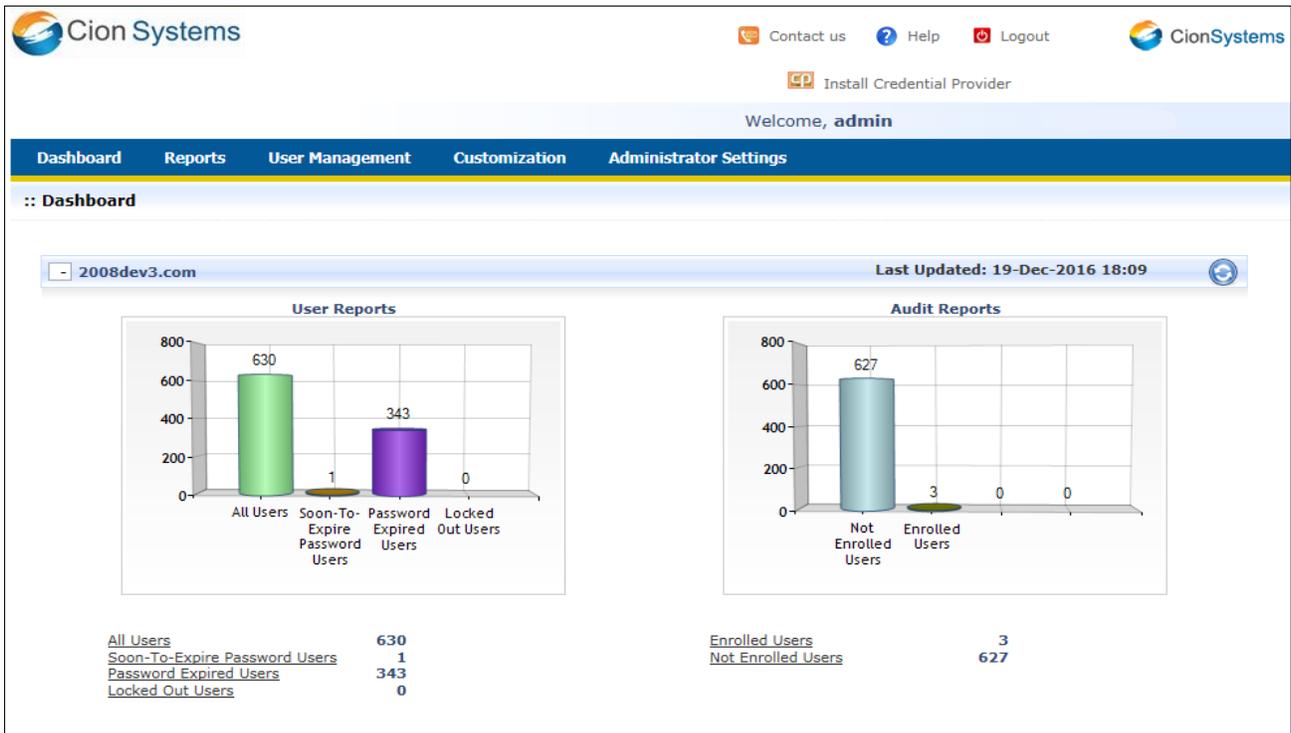
Fetch

Domain Controllers

Controllers	Is_primary	Status
<input type="checkbox"/> cionserver	<input checked="" type="radio"/>	Active

Save

Select one controller as primary and click on Save



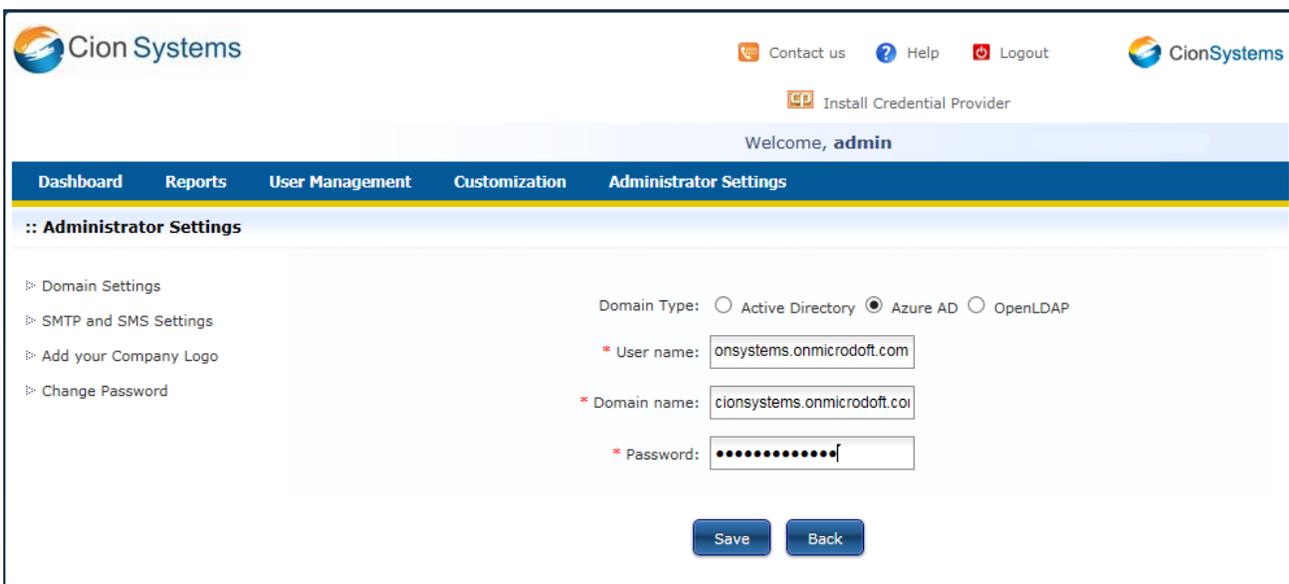
Once Domain Configuration is completed, the dashboard window will appear with a view of the active directory categories of reports

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



The screenshot shows the Cion Systems administrative interface. At the top, there is a navigation bar with the Cion Systems logo, contact information, and user status. Below this is a main menu with options like Dashboard, Reports, User Management, Customization, and Administrator Settings. The current page is 'Administrator Settings', specifically 'Domain Settings'. It features a form for configuring the domain type and credentials. The 'Domain Type' is set to 'Azure AD'. The 'User name' field contains 'onsystems.onmicrosoft.com', the 'Domain name' field contains 'cionsystems.onmicrosoft.coi', and the 'Password' field is masked with dots. There are 'Save' and 'Back' buttons at the bottom of the form.

Cion Systems

Contact us Help Logout CionSystems

Install Credential Provider

Welcome, admin

Dashboard Reports User Management Customization Administrator Settings

:: Administrator Settings

Domain Settings

SMTP and SMS Settings

Add your Company Logo

Change Password

Domain Type:  Active Directory  Azure AD  OpenLDAP

\* User name: onsystems.onmicrosoft.com

\* Domain name: cionsystems.onmicrosoft.coi

\* Password: .....

Save Back

Enter Username, password and click on save

Cion Systems | Contact us | Help | Logout | CionSystems  
 Install Credential Provider  
 Welcome, admin

Dashboard | Reports | User Management | Customization | Administrator Settings

**:: Administrator Settings**

> Domain Settings  
 > SMTP and SMS Settings  
 > Add your Company Logo  
 > Change Password

**Domain Added Successfully.**

**Domain Details**

Select	Domain name	Friendly domain	Naming context	Link status	Edit
<input type="checkbox"/>	2008dev3.com	2008dev3.com	DC=2008dev3,DC=com	Primary	<a href="#">Edit</a>
<input type="checkbox"/>	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	UnLinked	<a href="#">Edit</a>

**Cloud Details**

No Records Available

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

### Configuring Open LDAP Domain to application

Cion Systems | Contact us | Help | Logout | CionSystems  
 Install Credential Provider  
 Welcome, admin

Dashboard | Reports | User Management | Customization | Administrator Settings

**:: Administrator Settings**

> Domain Settings  
 > SMTP and SMS Settings  
 > Add your Company Logo  
 > Change Password

Domain Type:  Active Directory  Azure AD  OpenLDAP

Host name:  *Enter ip address here*

Domain name:

User name:   
Ex: cn=username,dc=domainName,dc=com

Password:

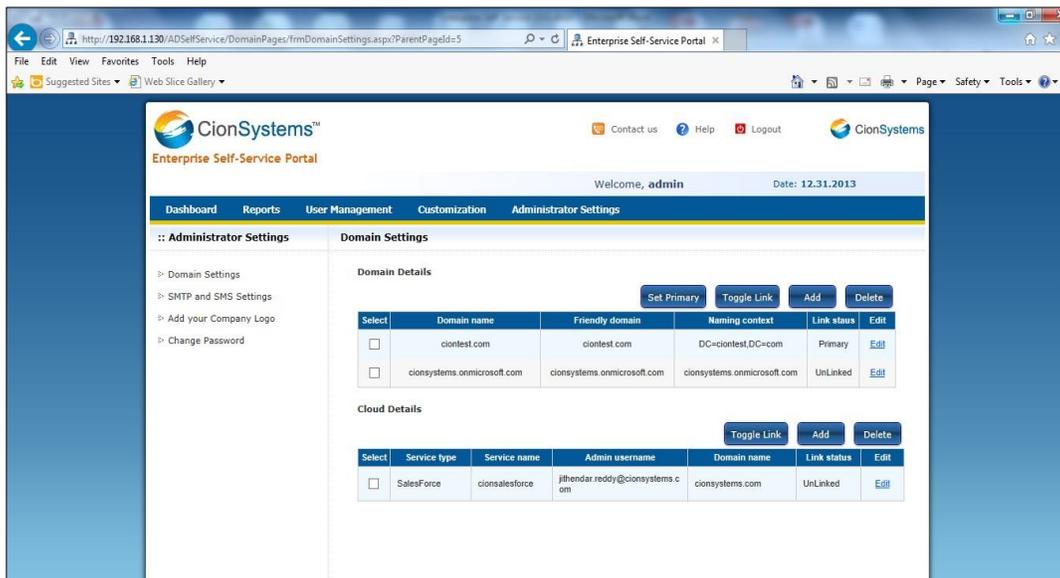
Base DN:    
Ex: dc=domainName,dc=com

Port Number:

SSL:

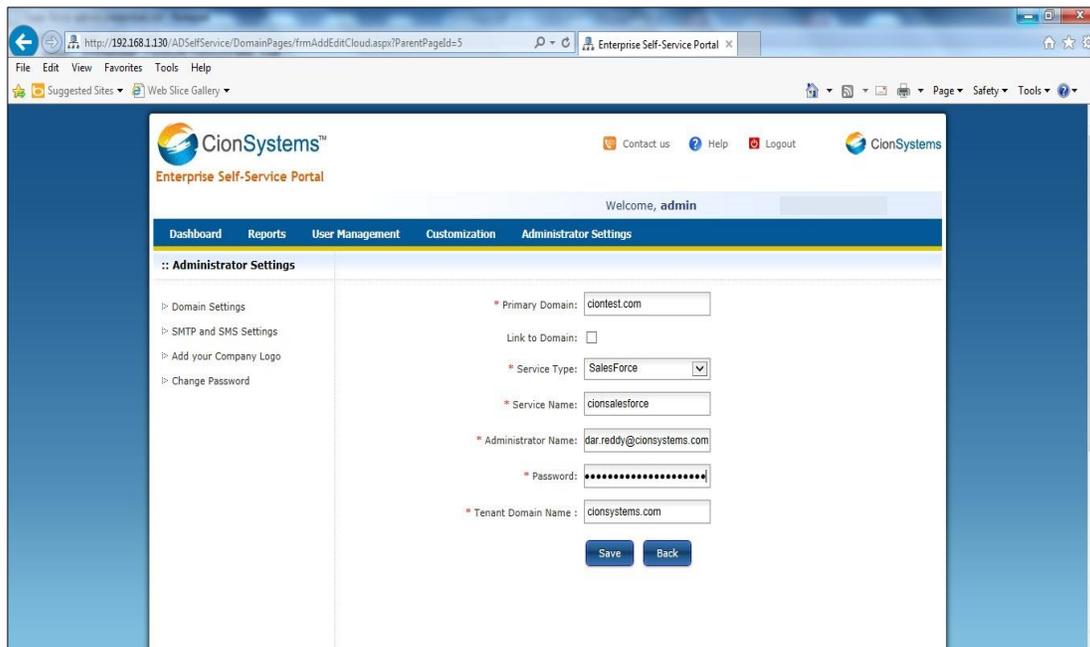
- Enter Host ip address, domain name, username, password and Base DN details and click on save button.

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



### Configuring Sales Force cloud to application

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



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

## Configuring Google apps to application

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

The screenshot shows the 'Administrator Settings' page in the CionSystems Enterprise Self-Service Portal. The 'Add' form is displayed with the following fields:

- Primary Domain: ciontest.com
- Link to Domain:
- Service Type: Google Apps
- Service Name: ciongooglecloud
- Administrator Name: admin@sahebansari.com
- Password: [masked]
- Tenant Domain Name: sahebansari.com

Buttons for 'Save' and 'Back' are located at the bottom of the form.

Select service type, enter service name, administrator username and password and click on save.

The screenshot shows the 'Domain Settings' page in the CionSystems Enterprise Self-Service Portal. It displays two tables: 'Domain Details' and 'Cloud Details'.

**Domain Details**

Select	Domain name	Friendly domain	Naming context	Link status	Edit
<input type="checkbox"/>	ciontest.com	ciontest.com	DC=ciontest,DC=com	Primary	Edit
<input type="checkbox"/>	cionsystems.oemicrosoft.com	cionsystems.oemicrosoft.com	cionsystems.oemicrosoft.com	UnLinked	Edit

**Cloud Details**

Select	Service type	Service name	Admin username	Domain name	Link status	Edit
<input type="checkbox"/>	SalesForce	cionsalesforce	jihendar.reddy@cionsystems.com	cionsystems.com	UnLinked	Edit
<input type="checkbox"/>	GoogleApps	ciongooglecloud	admin@sahebansari.com	sahebansari.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 [Support@CionSystems.com](mailto:Support@CionSystems.com) or 425.605.5325

For sales or other business inquiries, we can be reached at [Sales@CionSystems.com](mailto:Sales@CionSystems.com) or 425.605.5325

If you'd like to view a complete list of our Active Directory Management solutions, please visit us online at [www.CionSystems.com](http://www.CionSystems.com)

**Disclaimer**

The information in this document is provided in connection with CionSystems products. No license, express or implied, to any intellectual property right is granted by this document or in connection with the sale of CionSystems products. EXCEPT AS SET FORTH IN CIONSYSTEMS' LICENSE AGREEMENT FOR THIS PRODUCT, CIONSYSTEMS INC. ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL CIONSYSTEMS INC. BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF CIONSYSTEMS INC. HAS BEEN ADVISED IN WRITING OF THE POSSIBILITY OF SUCH DAMAGES. CionSystems may update this document or the software application without notice.



**CionSystems Inc**

**6640 185<sup>th</sup> Ave NE,**

**Redmond, WA-98052, USA**

**[www.CionSystems.com](http://www.CionSystems.com)**

**Ph: +1.425.605.5325**

**This guide is provided for informational purposes only, and the contents may not be reproduced or transmitted in any form or by any means without our written permission.**