CionSystems™

Enterprise Self-Service Portal

Enterprise Self Service
Quick start Guide

Software version 5.0.0.0

CionSystems

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Trademarks

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Introduction

CionSystems Enterprise Self-Service gives users the ability to securely manage security, credentials and profile, as well as, reset passwords. This allows administrators to implement stronger Policies and reduce help- desk workload. Enterprise Self-Service provides a simple, secure web-based solution that allows users to reset forgotten passwords and unlock their domain, Microsoft Azure, Google apps, Sales Force, 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.
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"

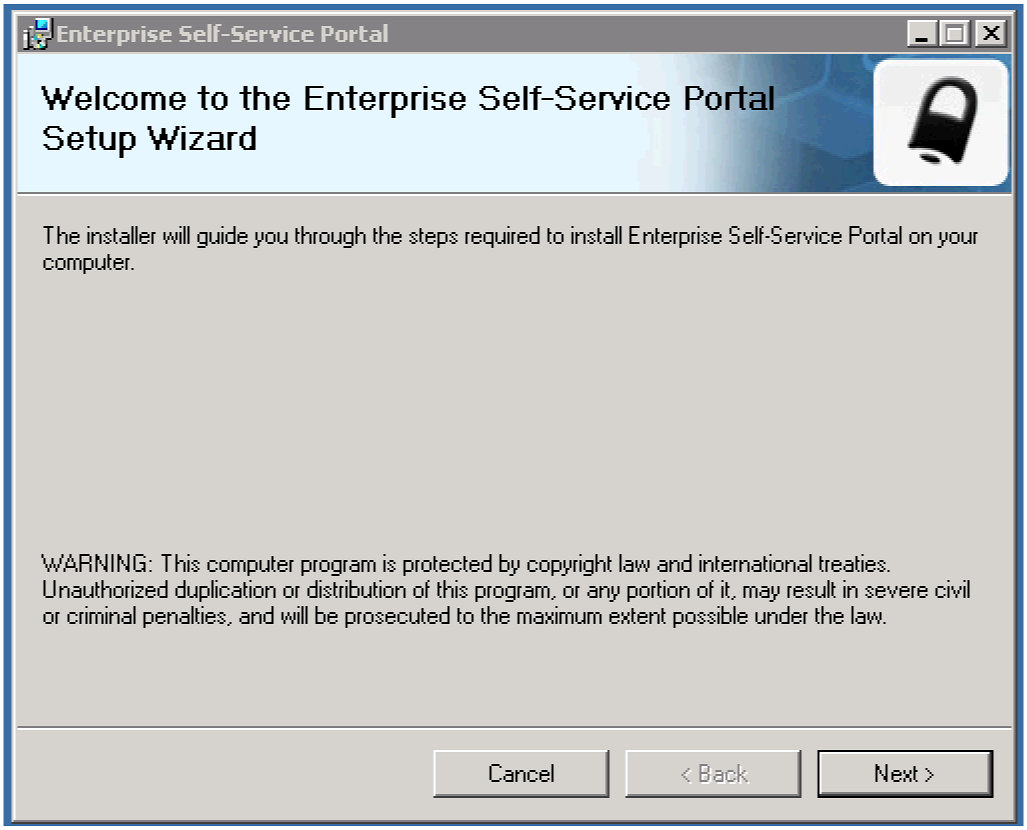
To install from the website:
1. Open email.
2. Click on the 'Download Free Trial' button.
3. Save "EnterpriseSelfServicePortal.msi" file to the hard drive.
4. When the download is complete, go to start > windows explorer.
5. Open the file where "EnterpriseSelfServicePortal.msi" file was saved.
6. Double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

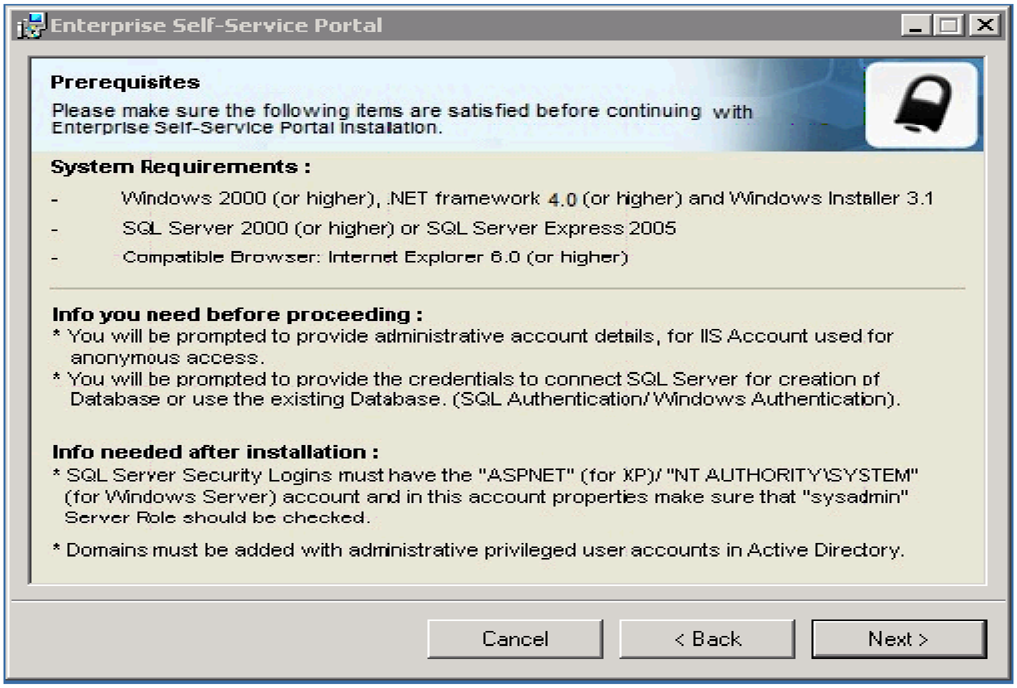


Welcome to the Enterprise Self-Service Portal Setup Wizard

The installer will guide you through the steps required to install Enterprise Self-Service Portal on your computer.

WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.

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



Prerequisites

Please make sure the following items are satisfied before continuing with Enterprise Self-Service Portal installation.

System Requirements :

- Windows 2000 (or higher), .NET framework 4.0 (or higher) and Windows Installer 3.1
- SQL Server 2000 (or higher) or SQL Server Express 2005
- Compatible Browser: Internet Explorer 6.0 (or higher)

Info you need before proceeding :

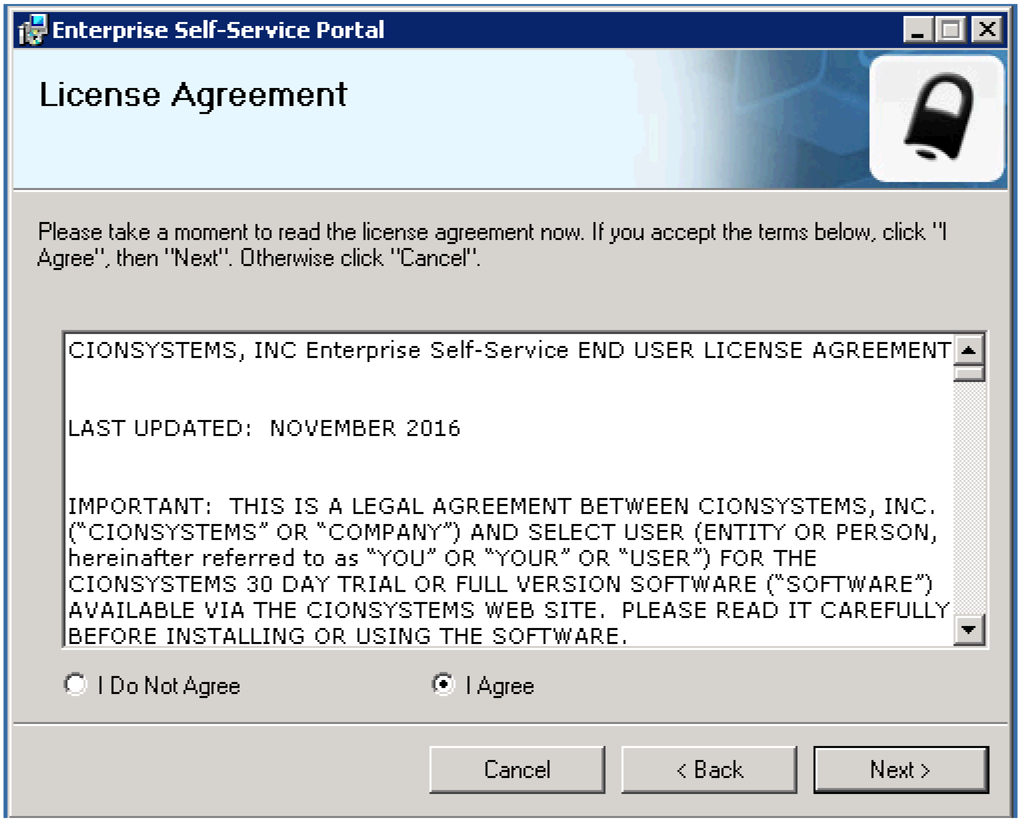
* You will be prompted to provide administrative account details, for IIS Account used for anonymous access.

* You will be prompted to provide the credentials to connect SQL Server for creation of Database or use the existing Database. (SQL Authentication/ Windows Authentication).

Info needed after installation :

* SQL Server Security Logins must have the "ASPNET" (for XP)/ "NT AUTHORITY\SYSTEM" (for Windows Server) account and in this account properties make sure that "sysadmin" Server Role should be checked.

* Domains must be added with administrative privileged user accounts in Active Directory.



License Agreement

Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".

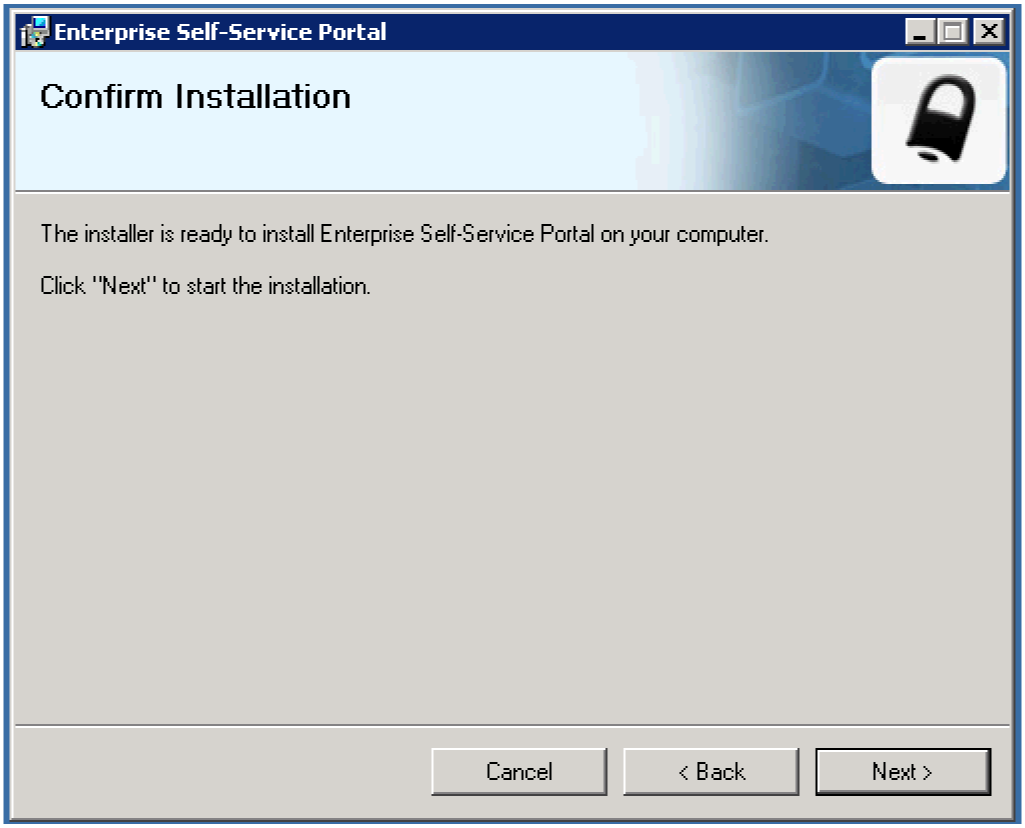
CIONSYSTEMS, INC Enterprise Self-Service END USER LICENSE AGREEMENT

LAST UPDATED: NOVEMBER 2016

IMPORTANT: THIS IS A LEGAL AGREEMENT BETWEEN CIONSYSTEMS, INC. ("CIONSYSTEMS" OR "COMPANY") AND SELECT USER (ENTITY OR PERSON, hereinafter referred to as "YOU" OR "YOUR" OR "USER") FOR THE CIONSYSTEMS 30 DAY TRIAL OR FULL VERSION SOFTWARE ("SOFTWARE") AVAILABLE VIA THE CIONSYSTEMS WEB SITE. PLEASE READ IT CAREFULLY BEFORE INSTALLING OR USING THE SOFTWARE.

○ I Do Not Agree ● I Agree

3. Select I Agree.
4. Click Next

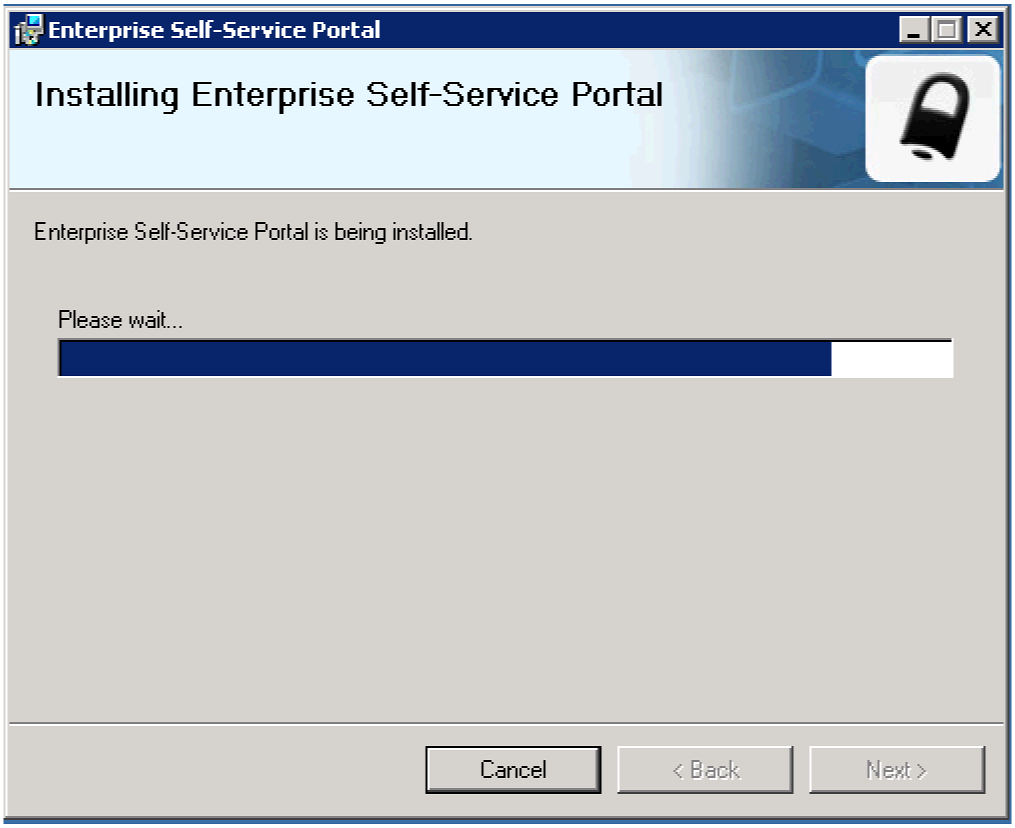


Confirm Installation

The installer is ready to install Enterprise Self-Service Portal on your computer.

Click "Next" to start the installation.

5. Click Next.

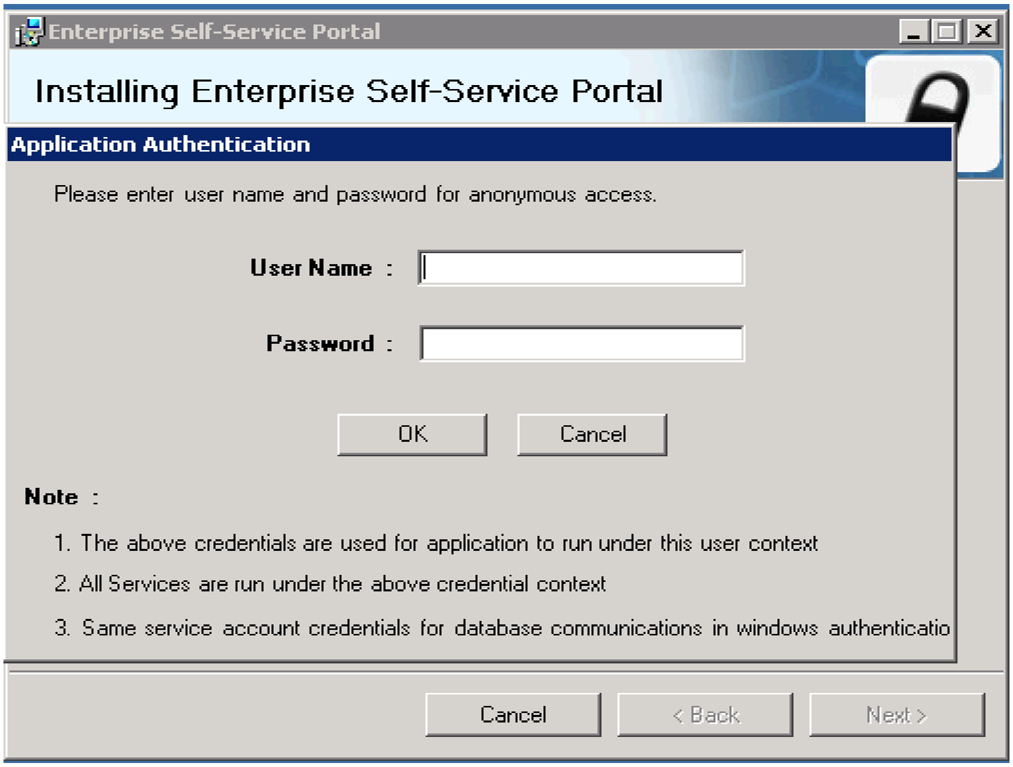


Installing Enterprise Self-Service Portal

Enterprise Self-Service Portal is being installed.

Please wait...

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



Installing Enterprise Self-Service Portal

Application Authentication

Please enter user name and password for anonymous access.

User Name :

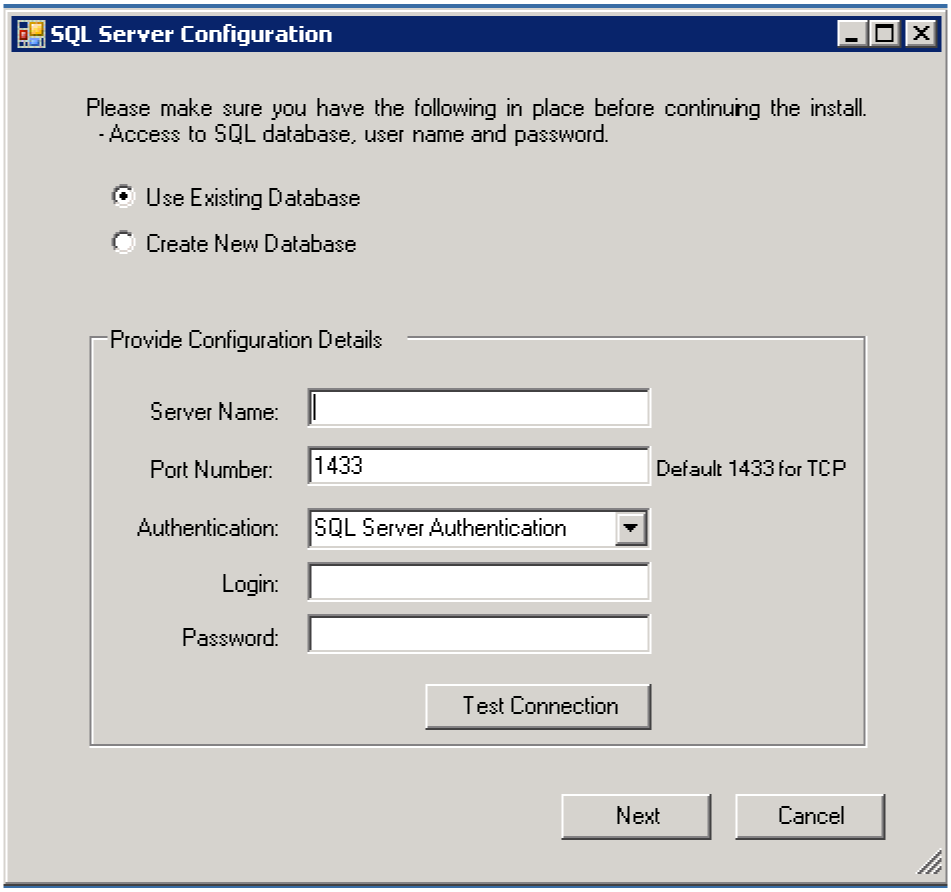
Password :

Note :

1. The above credentials are used for application to run under this user context
2. All Services are run under the above credential context
3. Same service account credentials for database communications in windows authenticatio

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

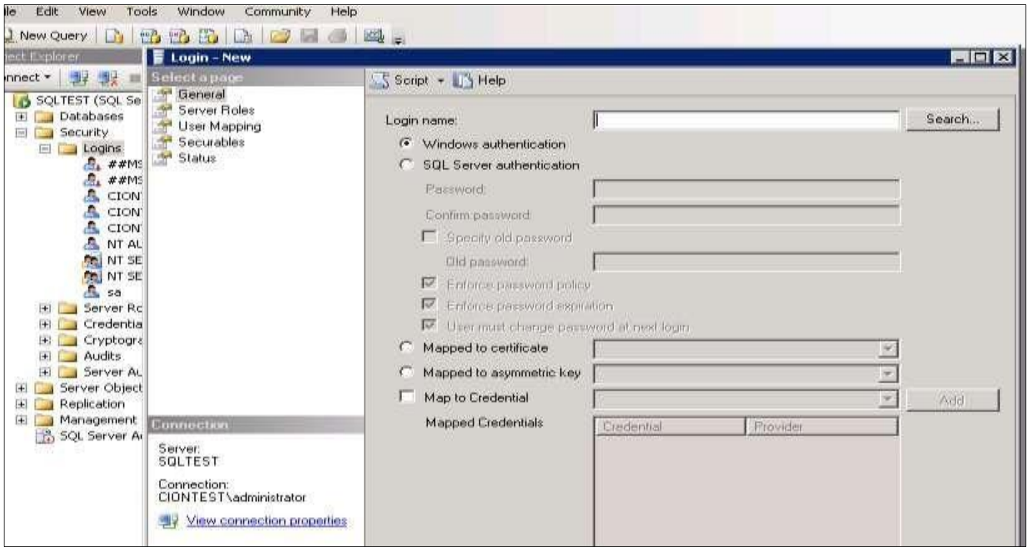
Please make sure you have the following in place before continuing the install.
- Access to SQL database, user name and password.

● Use Existing Database
○ Create New Database

Provide Configuration Details

Server Name:
Port Number: 1433 Default 1433 for TCP
Authentication: SQL Server Authentication
Login:
Password:

- 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.



Login name:

● Windows authentication

○ SQL Server authentication

☑ Enforce password policy

☑ Enforce password expiration

☑ User must change password at next login

○ Mapped to certificate

○ Mapped to asymmetric key

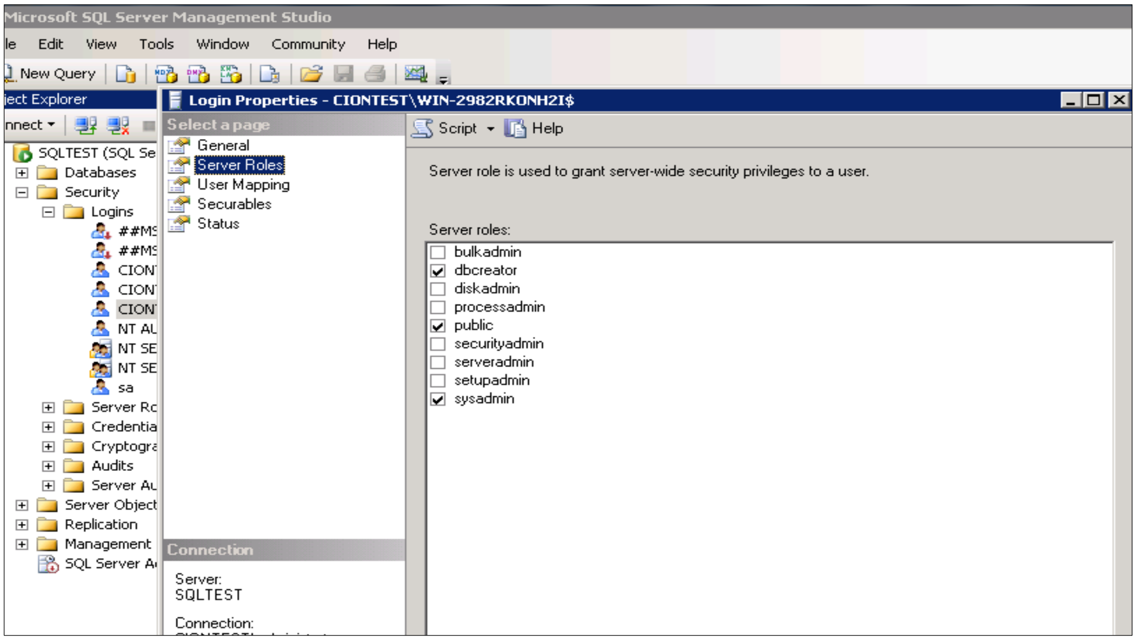
☐ Map to Credential

Connection

Server:
SQLTEST

Connection:
CIONTEST\administrator

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.



Server role is used to grant server-wide security privileges to a user.

Server roles:

☐ bulkadmin
☑ dbcreator
☐ diskadmin
☐ processadmin
☑ public
☐ securityadmin
☐ serveradmin
☐ setupadmin
☑ sysadmin

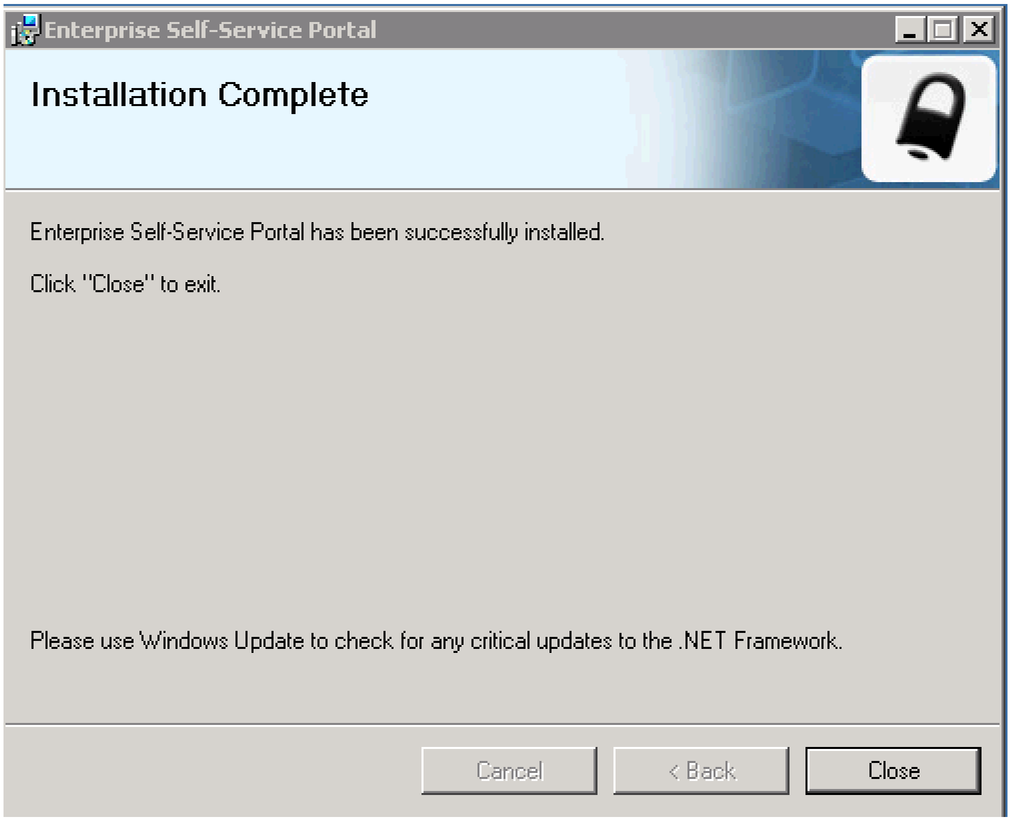
Connection

Server:
SQLTEST

Connection:

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.



Installation Complete

Enterprise Self-Service Portal has been successfully installed.

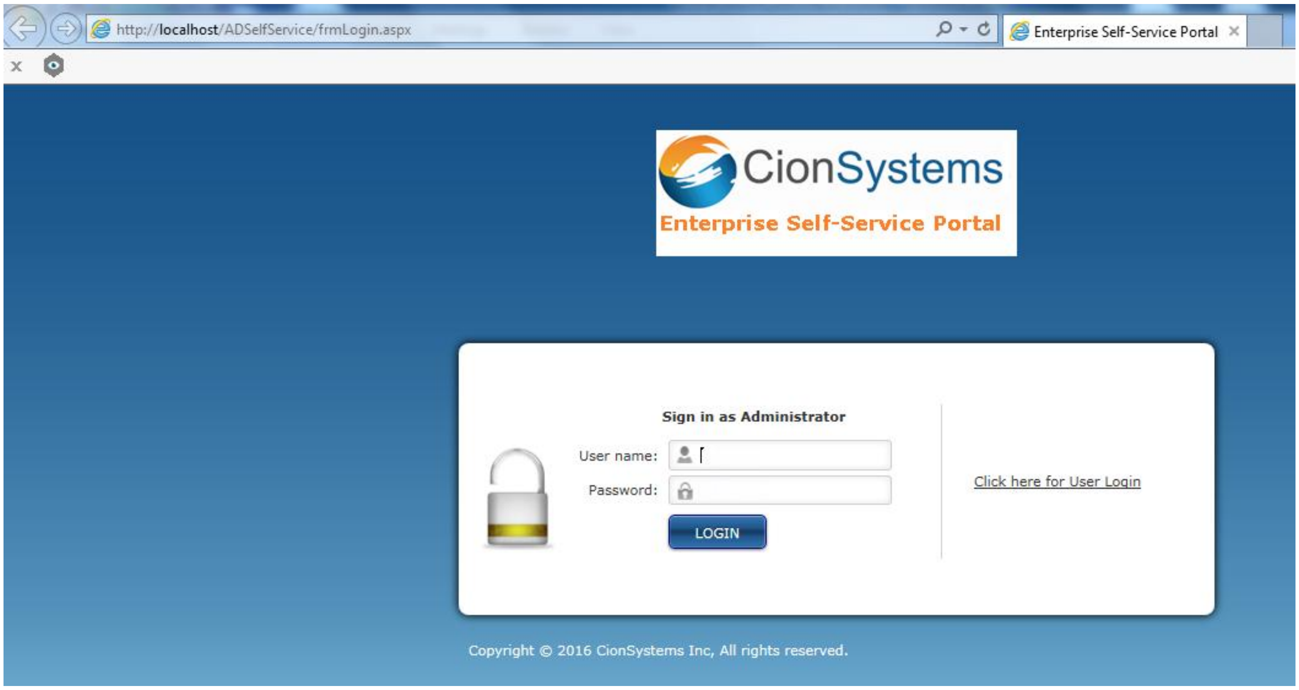
Click "Close" to exit.

Please use Windows Update to check for any critical updates to the .NET Framework.

Configuring CionSystems Enterprise Self Service

Configuration of 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.


http://localhost/ADSelfService/frmLogin.aspx
Enterprise Self-Service Portal
CionSystems
Enterprise Self-Service Portal
Sign in as Administrator
User name:
Password:
LOGIN
Click here for User Login

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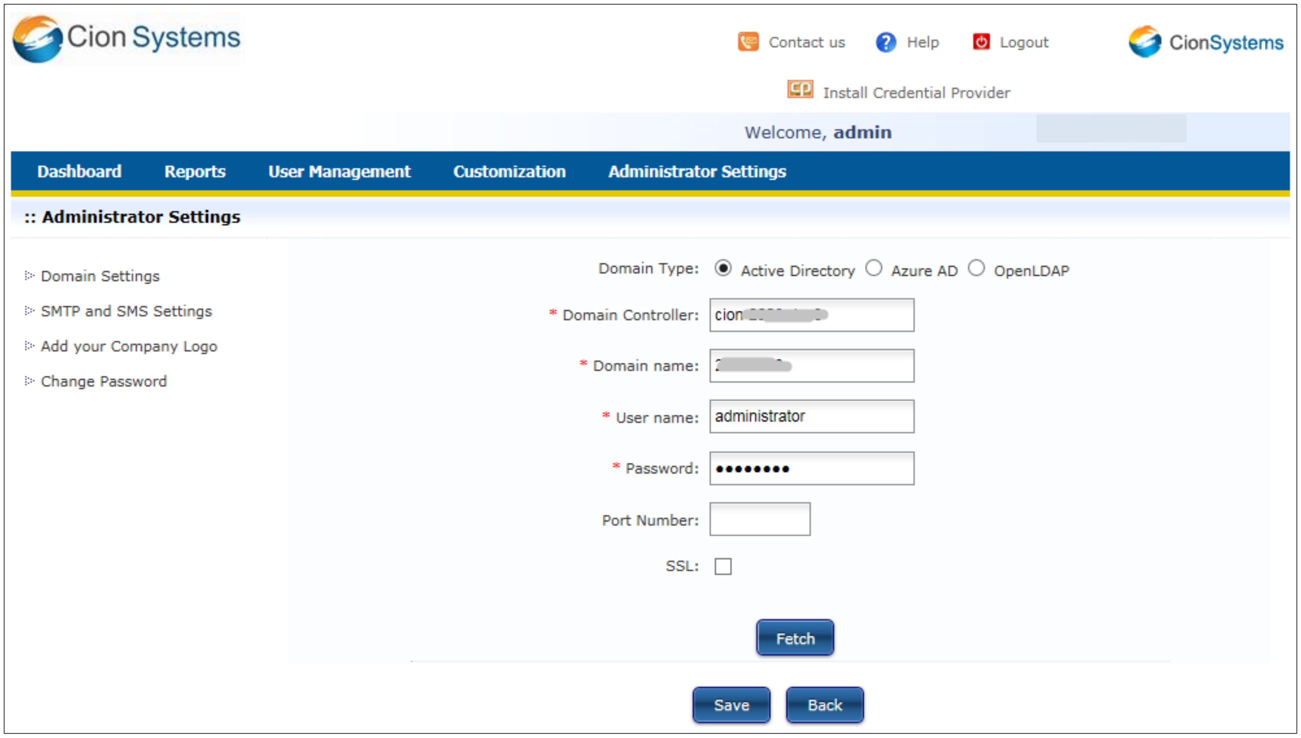
The login screen will open in the default web browser. To login on to the application for the first time

- Enter "<u>admin</u>" in the User Name dialogue box
- Enter "<u>admin</u>" in the Password dialogue box

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



Domain Type: ● Active Directory ○ Azure AD ○ OpenLDAP

* Domain Controller: cion[redacted]

* Domain name: [redacted]

* User name: administrator

* Password: ••••••••

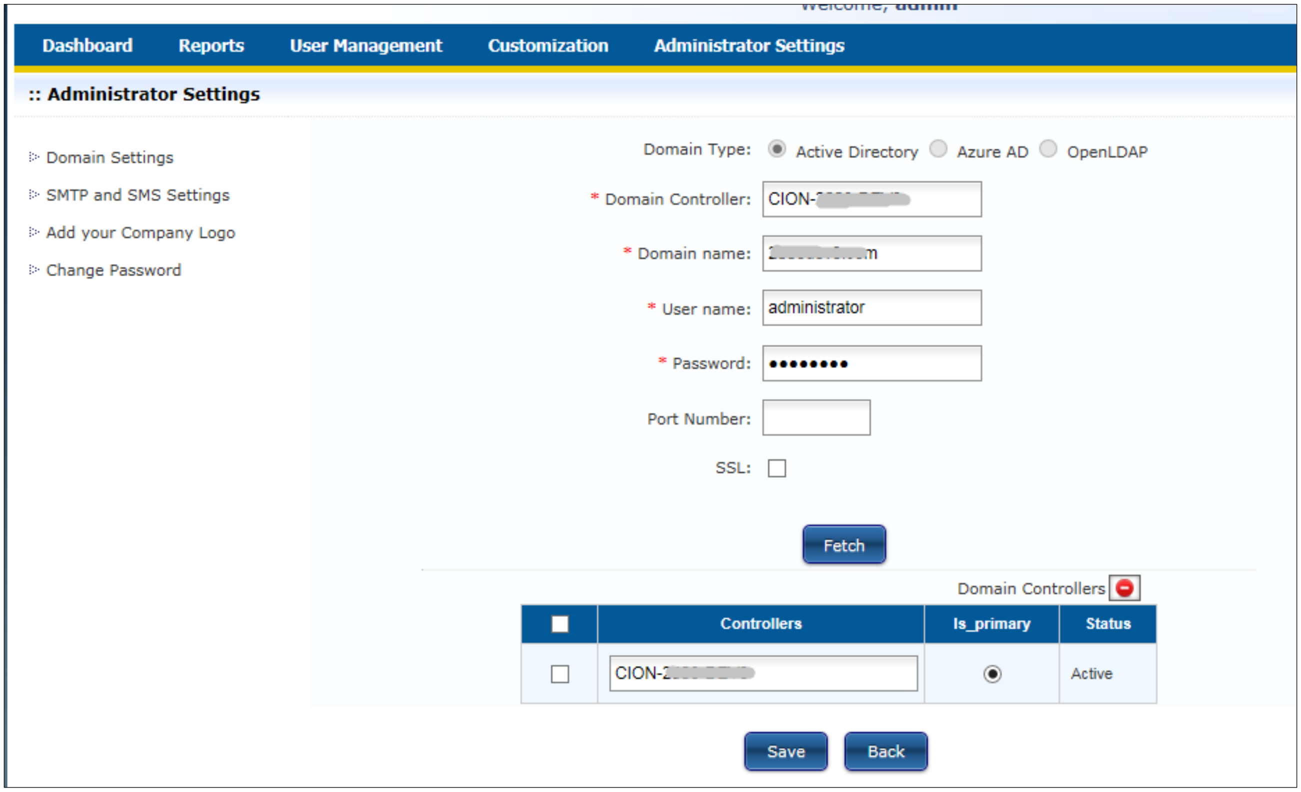
Port Number:

SSL: ☐

Enter all required domain details and configure the domain.

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

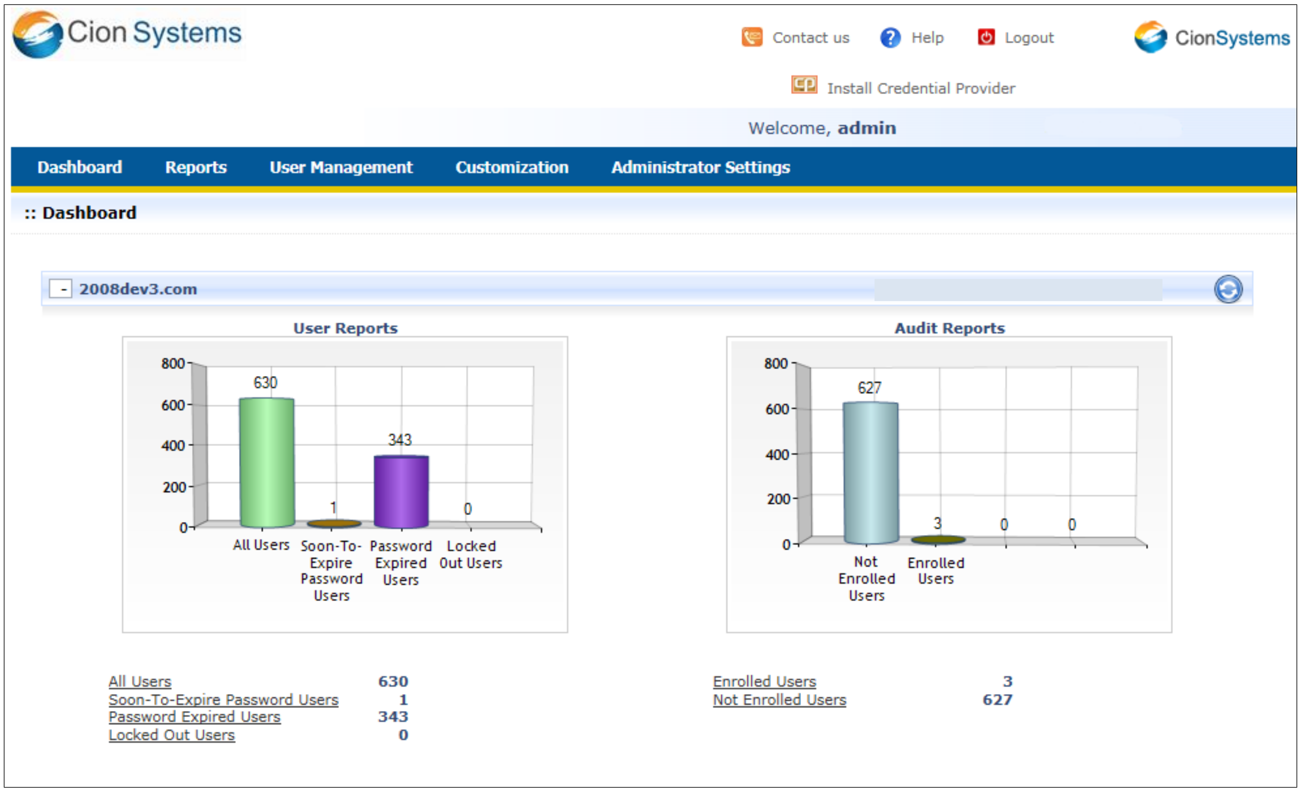
Click on Fetch



Domain Type: ● Active Directory ○ Azure AD ○ OpenLDAP
* Domain Controller: CION-[redacted]
* Domain name: [redacted]m
* User name: administrator
* Password: ••••••••
Port Number:
SSL: ☐

☐	Controllers	Is_primary	Status
☐	CION-[redacted]	●	Active

Select one controller as primary and click on Save.



All Users	630
Soon-To-Expire Password Users	1
Password Expired Users	343
Locked Out Users	0

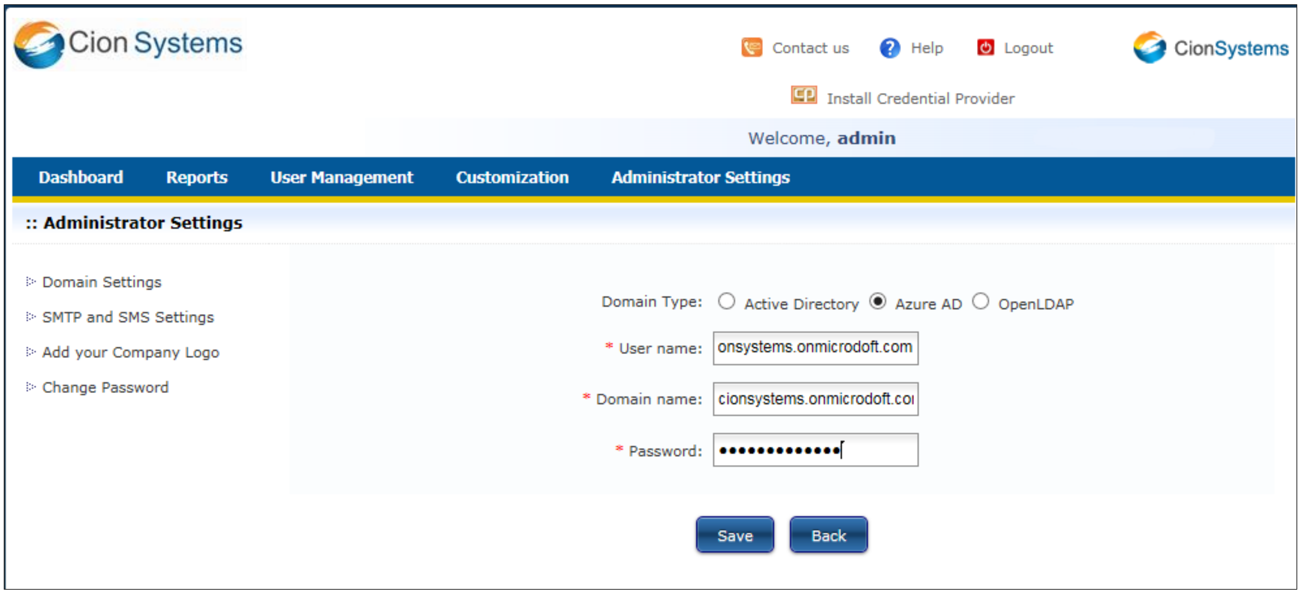
Enrolled Users	3
Not Enrolled Users	627

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

The added Domain will be primary domain for the application

Adding Office365 Domain to application

- 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



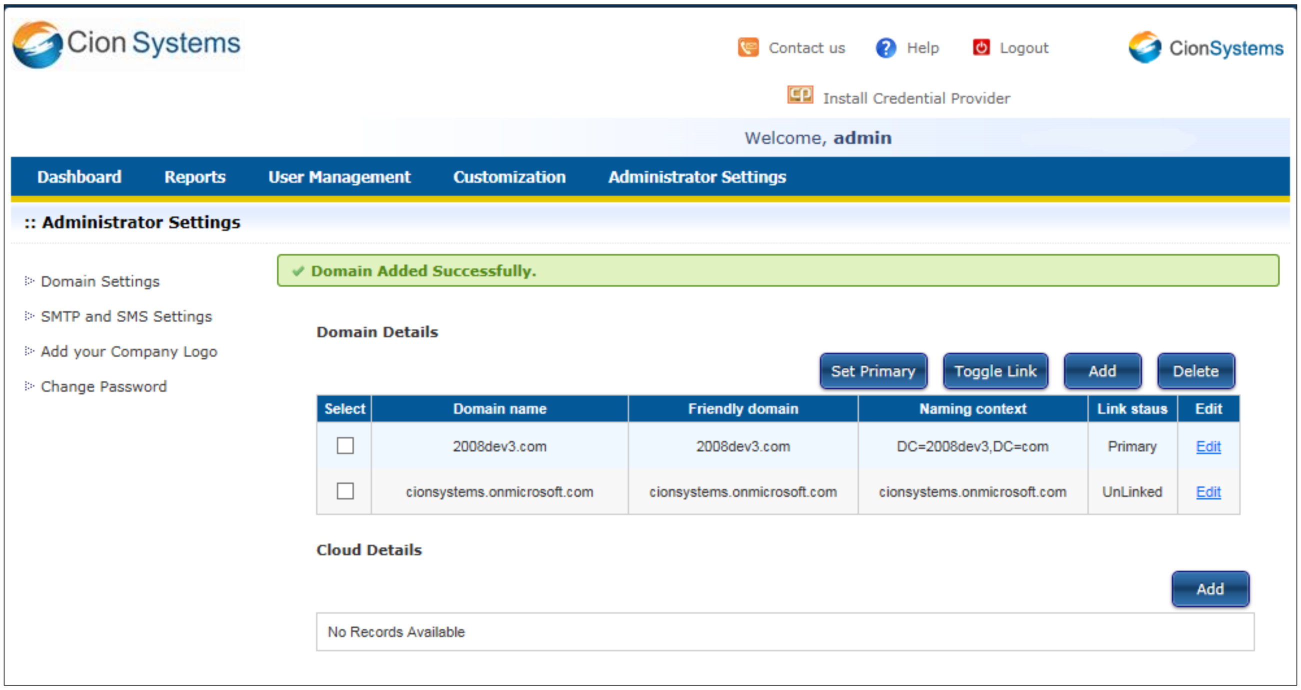
Domain Type: ○ Active Directory ● Azure AD ○ OpenLDAP

* User name: onsystems.onmicrodoft.com

* Domain name: cionsystems.onmicrodoft.co

* Password: •••••••••••••

- Enter Username, password and click on save



✓ Domain Added Successfully.

Domain Details

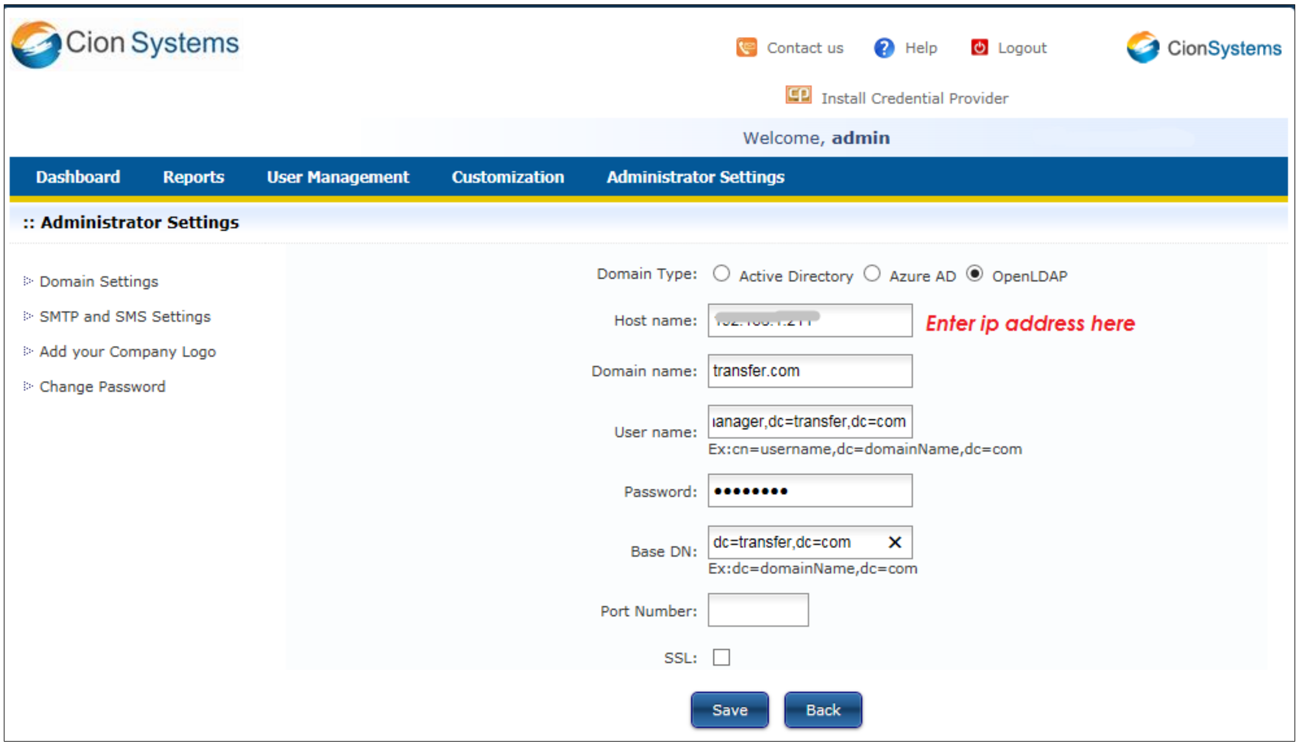
Select	Domain name	Friendly domain	Naming context	Link staus	Edit
☐	2008dev3.com	2008dev3.com	DC=2008dev3,DC=com	Primary	Edit
☐	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	UnLinked	Edit

Cloud Details

No Records Available

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

Adding Open LDAP Domain to application



Domain Type: ○ Active Directory ○ Azure AD ● OpenLDAP

Host name: [redacted] *Enter ip address here*

Domain name: transfer.com

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

Password: ••••••••

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

Port Number:

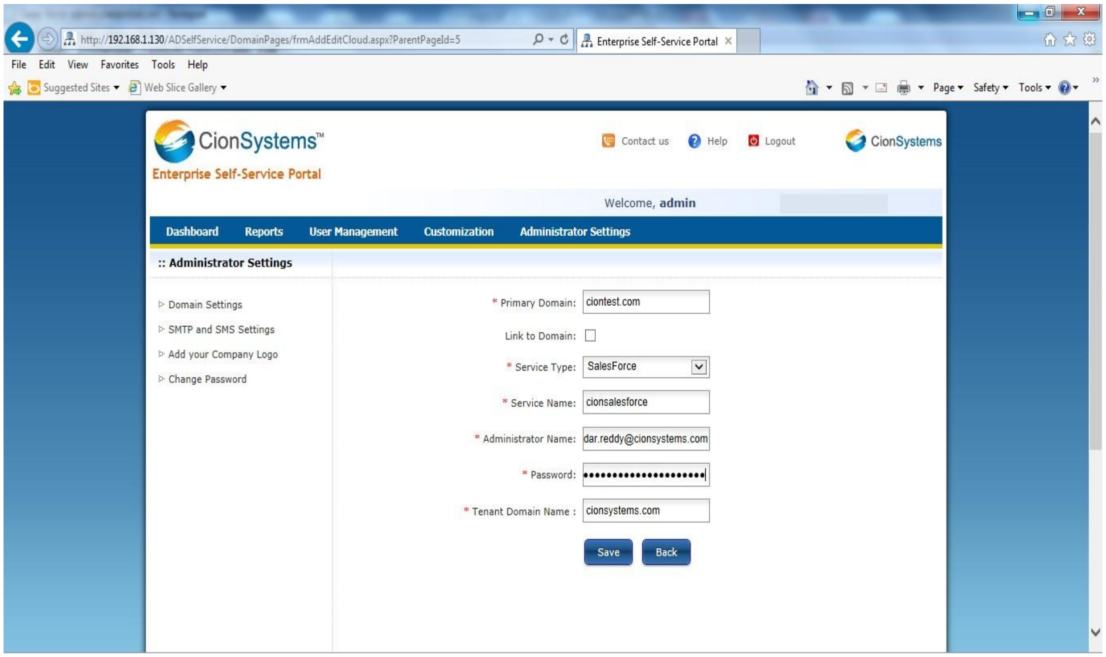
SSL: ☐

- 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

Adding Sales Force cloud to application

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


http://192.168.1.130/ADSelfService/DomainPages/frmAddEditCloud.aspx?ParentPageId=5
Enterprise Self-Service Portal
File Edit View Favorites Tools Help
CionSystems
Enterprise Self-Service Portal
Contact us
Help
Logout
Welcome, admin
Dashboard
Reports
User Management
Customization
Administrator Settings
:: Administrator Settings
Domain Settings
SMTP and SMS Settings
Add your Company Logo
Change Password
Save
Back

* Primary Domain: ciontest.com

Link to Domain: ☐

* Service Type: SalesForce

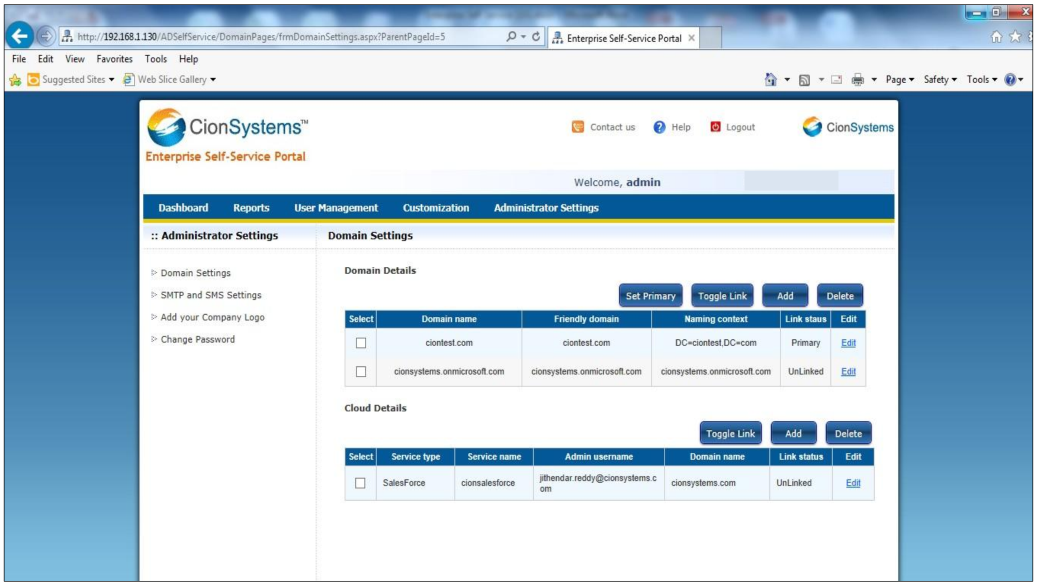
* Service Name: cionsalesforce

* Administrator Name: dar.reddy@cionsystems.com

* Password: ••••••••••••••••••••••

* Tenant Domain Name : cionsystems.com

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



Domain Settings

Domain Details

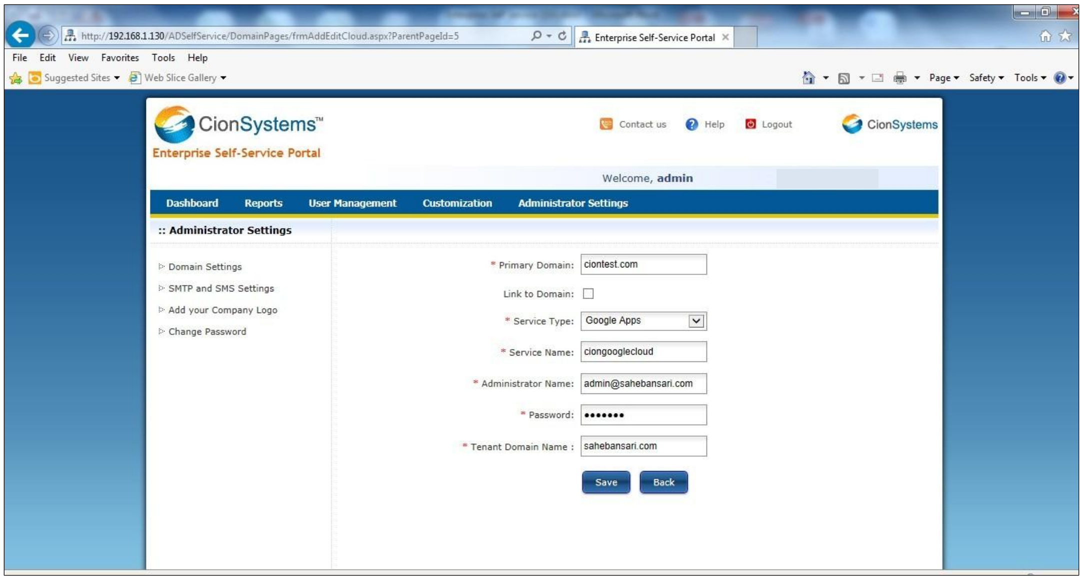
Select	Domain name	Friendly domain	Naming context	Link staus	Edit
☐	ciontest.com	ciontest.com	DC=ciontest,DC=com	Primary	Edit
☐	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	UnLinked	Edit

Cloud Details

Select	Service type	Service name	Admin username	Domain name	Link status	Edit
☐	SalesForce	cionsalesforce	jithendar.reddy@cionsystems.com	cionsystems.com	UnLinked	Edit

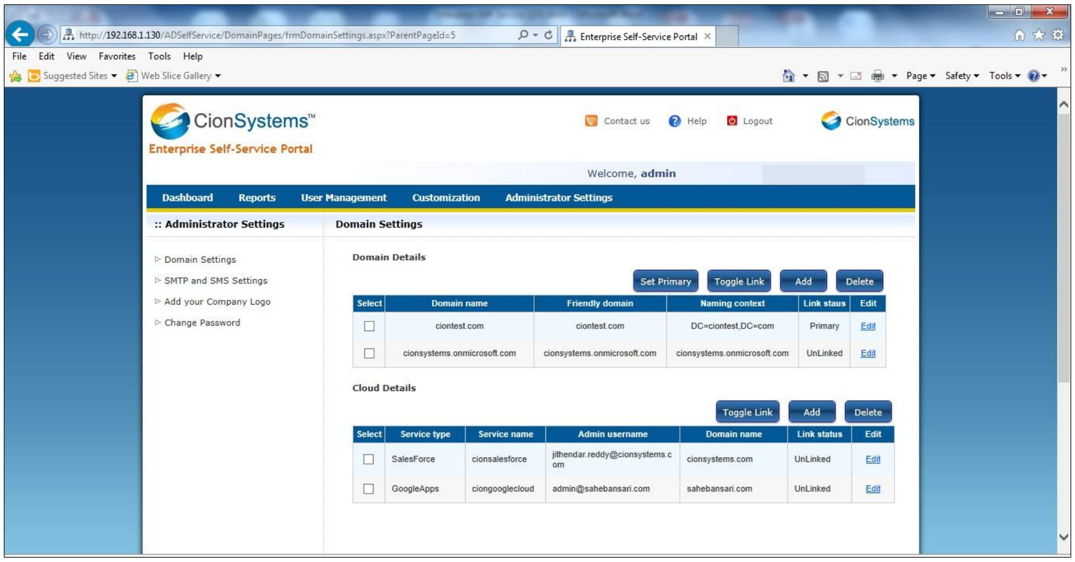
Adding Google apps to application

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



* Primary Domain: ciontest.com
Link to Domain: ☐
* Service Type: Google Apps
* Service Name: ciongooglecloud
* Administrator Name: admin@sahebansari.com
* Password: •••••••
* Tenant Domain Name : sahebansari.com

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



Domain Settings

Domain Details

Select	Domain name	Friendly domain	Naming context	Link staus	Edit
☐	ciontest.com	ciontest.com	DC=ciontest,DC=com	Primary	Edit
☐	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	cionsystems.onmicrosoft.com	UnLinked	Edit

Cloud Details

Select	Service type	Service name	Admin username	Domain name	Link status	Edit
☐	SalesForce	cionsalesforce	jithendar.reddy@cionsystems.com	cionsystems.com	UnLinked	Edit
☐	GoogleApps	ciongooglecloud	admin@sahebansari.com	sahebansari.com	UnLinked	Edit

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

Common Issues

Microsoft Office365 - Install the cmdlets

To begin using the Office 365 cmdlets, the cmdlets must first be installed.
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.
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 import-module MSOnline at the Windows PowerShell prompt.

Note: Microsoft Office 365 functionality requires that the Enterprise Self Service application be installed on Windows Server 2008 R2 only. Microsoft supports interfaces to Office 365 only from a Microsoft Windows Server R2 server.

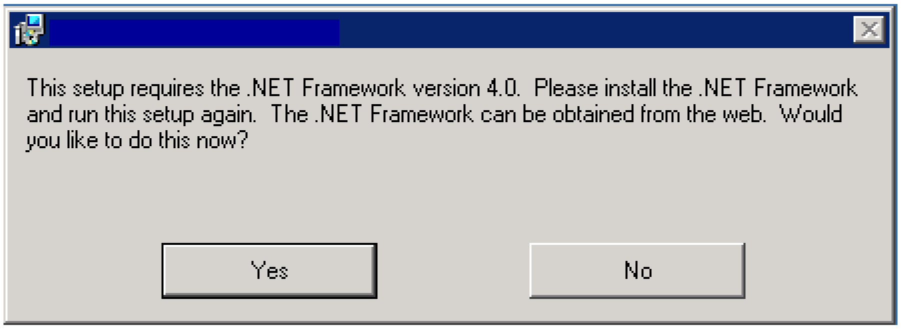
If Self-Service is unable to connect to Office 365, displaying "incorrect users name or password", verify the user name and password. Confirm that the firewall is allowing traffic on port 443. Refer to Microsoft Office 365 documentation for firewall port configuration.

Troubleshooting Installation issues

Windows Server 2008 R2

1. Error: "This setup requires Microsoft .NET Framework version 4.0" displays during installation

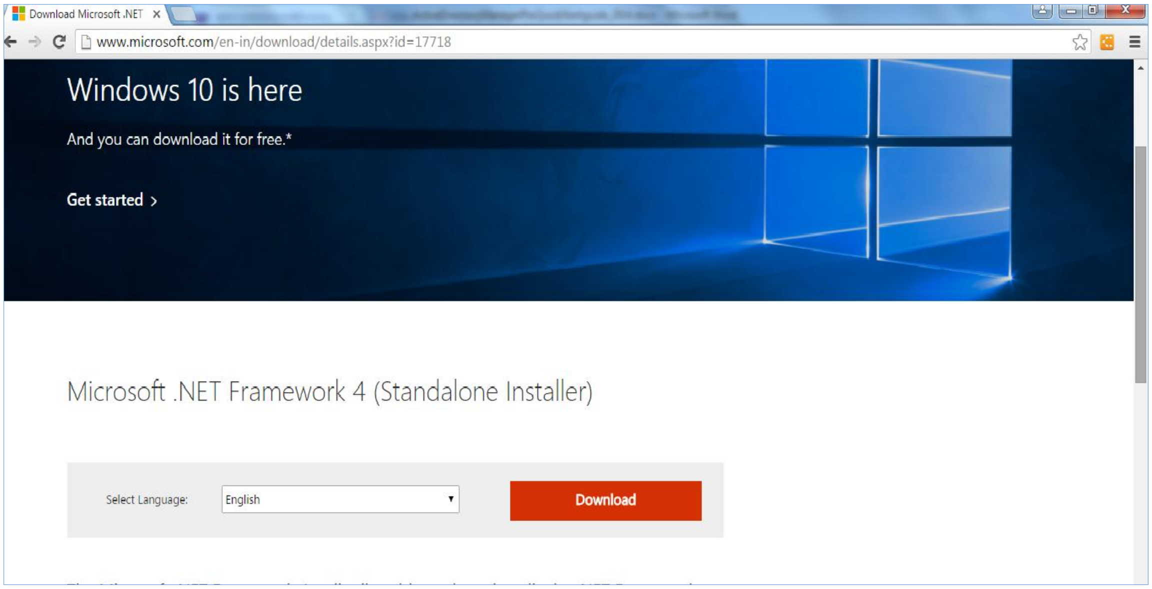
If you see the following screen during installation, you need to install the .NET Framework version 4.0



This setup requires the .NET Framework version 4.0. Please install the .NET Framework and run this setup again. The .NET Framework can be obtained from the web. Would you like to do this now?

To install the .NET Framework version 4.0, click on below link. This will redirect to .NET Framework 4.0 download page.

http://www.microsoft.com/en-in/download/details.aspx?id=17718



www.microsoft.com/en-in/download/details.aspx?id=17718

Windows 10 is here

And you can download it for free.*

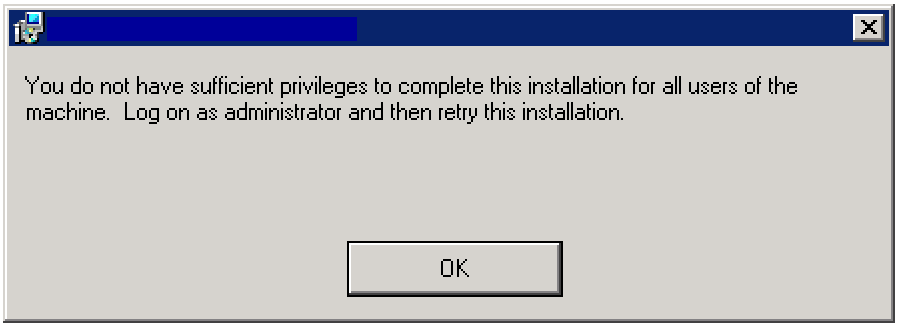
Microsoft .NET Framework 4 (Standalone Installer)

Select Language: English

Download and install →.NET Framework4.0, ensure appropriate .NET versions are installed.

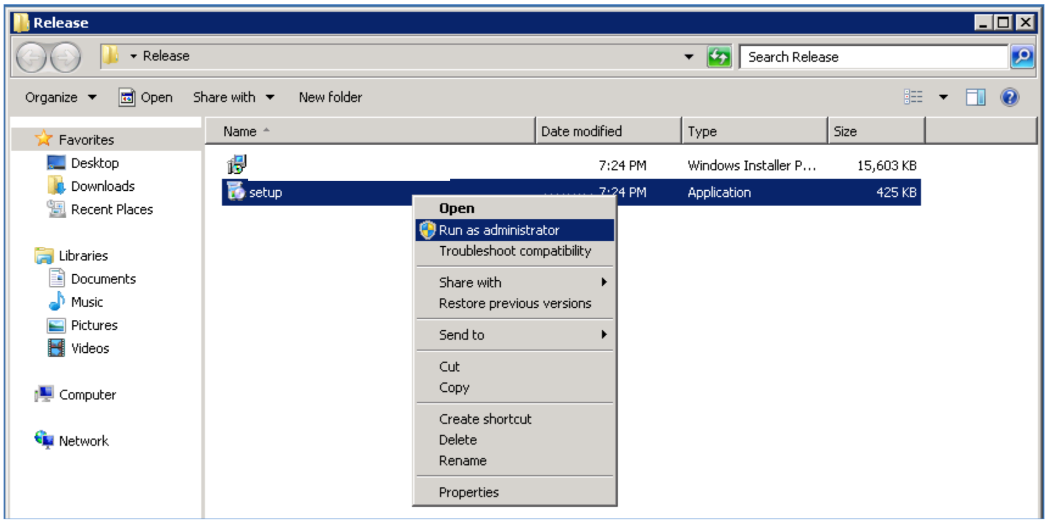
2. Error: “You do not have sufficient privileges to complete this installation”

If you see the following screen during installation, you don’t have the privileges to install the .msi file of the application.



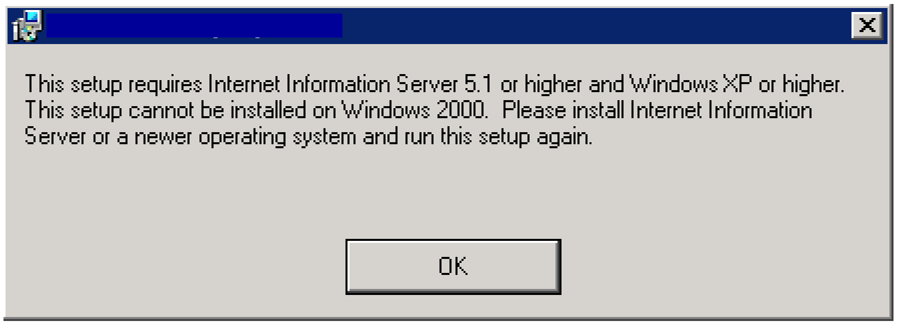
You do not have sufficient privileges to complete this installation for all users of the machine. Log on as administrator and then retry this installation.

You have to login as an administrator or you have admin privileges to run the .msi file. Otherwise you may run the .exe file of the application as an administrator by holding down shift key and right click the mouse, choose “Run as administrator”.



3. Error: “This setup requires Internet Information Server 5.1 or higher” displays during installation

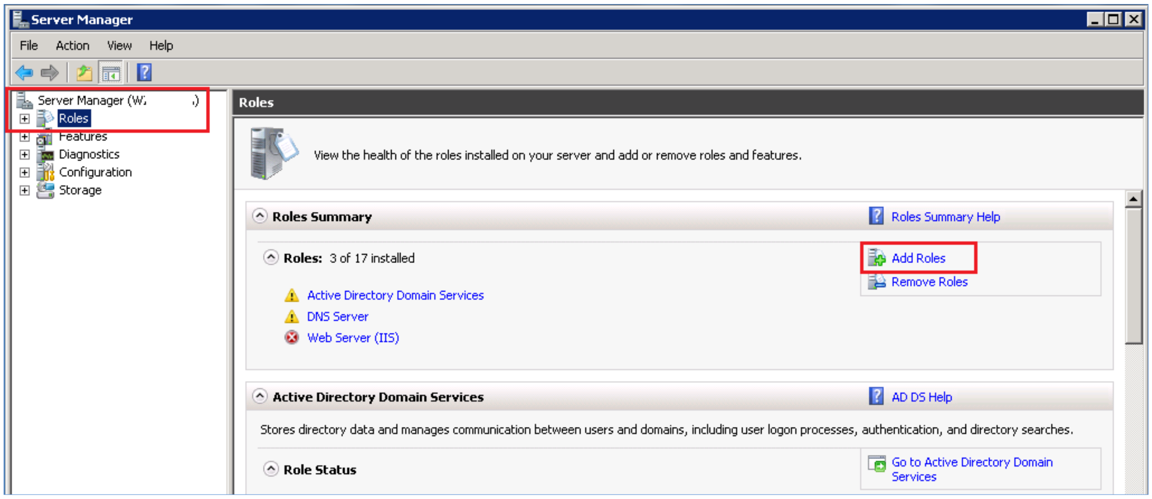
If you see the following screen during installation, you need to install the Application Development and IIS6 Management Compatibility roles



This setup requires Internet Information Server 5.1 or higher and Windows XP or higher. This setup cannot be installed on Windows 2000. Please install Internet Information Server or a newer operating system and run this setup again.

Make sure you have installed the following roles in Server Manager.

Go to Control Panel→click on "**Turn Windows features on or off**" under Programs→Select "**Roles**" under Server Manager→Click on "**Add Roles**" link button.



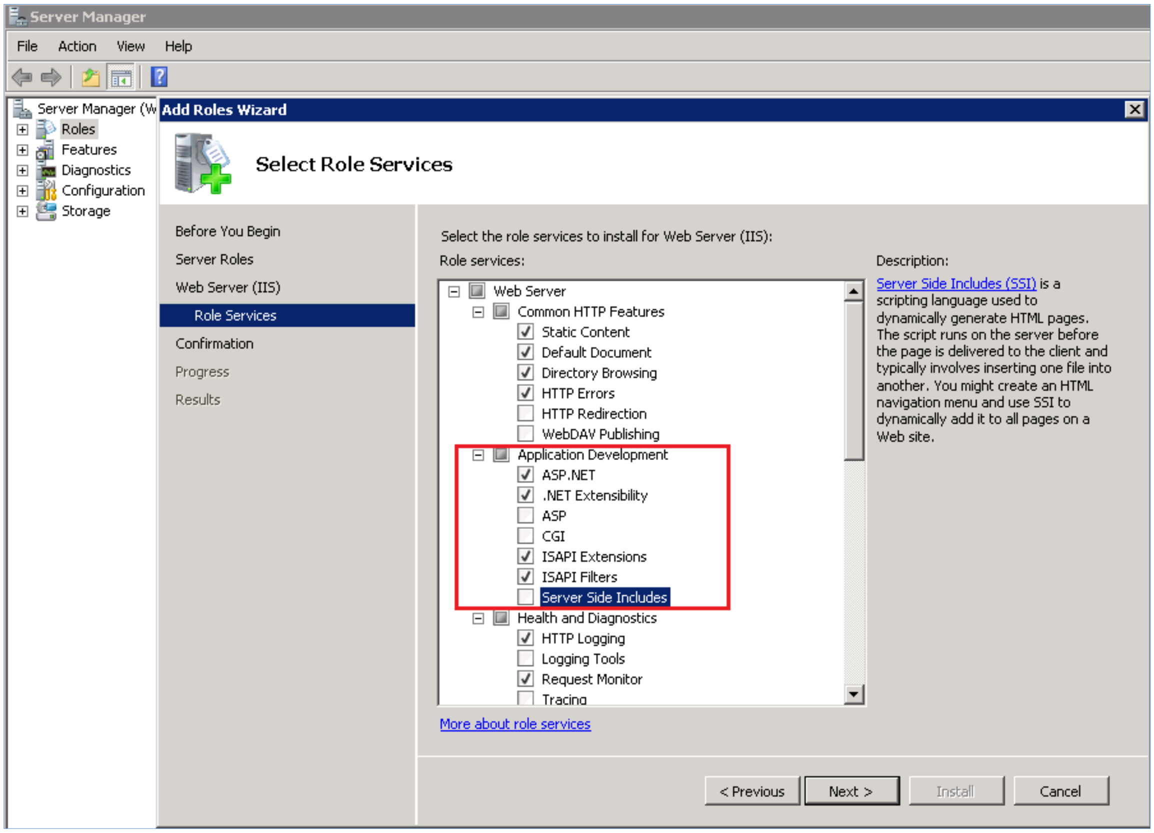
View the health of the roles installed on your server and add or remove roles and features.

Roles: 3 of 17 installed

- Active Directory Domain Services
- DNS Server
- Web Server (IIS)

Stores directory data and manages communication between users and domains, including user logon processes, authentication, and directory searches.

Add Roles wizard will be started→select "**Server Roles**" link button→configure the "**Application Development**" and "**IIS6 Management Compatibility**" roles as shown below:



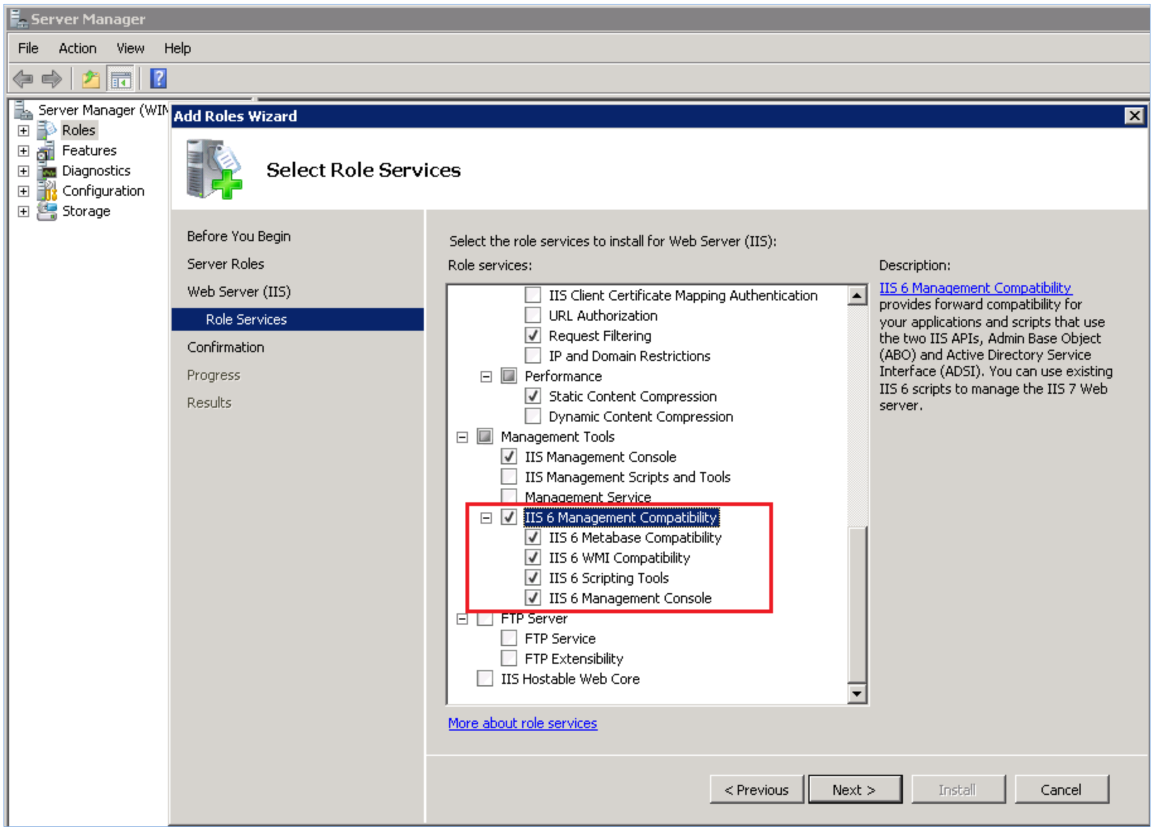
Select the role services to install for Web Server (IIS):

Role services:

- ▣ Web Server
  - ▣ Common HTTP Features
    - ☑ Static Content
    - ☑ Default Document
    - ☑ Directory Browsing
    - ☑ HTTP Errors
    - ☐ HTTP Redirection
    - ☐ WebDAV Publishing
  - ▣ Application Development
    - ☑ ASP.NET
    - ☑ .NET Extensibility
    - ☐ ASP
    - ☐ CGI
    - ☑ ISAPI Extensions
    - ☑ ISAPI Filters
    - ☐ Server Side Includes
  - ▣ Health and Diagnostics
    - ☑ HTTP Logging
    - ☐ Logging Tools
    - ☑ Request Monitor
    - ☐ Tracing

Description:

Server Side Includes (SSI) is a scripting language used to dynamically generate HTML pages. The script runs on the server before the page is delivered to the client and typically involves inserting one file into another. You might create an HTML navigation menu and use SSI to dynamically add it to all pages on a Web site.



Select Role Services

Select the role services to install for Web Server (IIS):

Role services:

- ☐ IIS Client Certificate Mapping Authentication
- ☐ URL Authorization
- ☑ Request Filtering
- ☐ IP and Domain Restrictions
- ▣ Performance
  - ☑ Static Content Compression
  - ☐ Dynamic Content Compression
- ▣ Management Tools
  - ☑ IIS Management Console
  - ☐ IIS Management Scripts and Tools
  - ☐ Management Service
  - ☑ IIS 6 Management Compatibility
    - ☑ IIS 6 Metabase Compatibility
    - ☑ IIS 6 WMI Compatibility
    - ☑ IIS 6 Scripting Tools
    - ☑ IIS 6 Management Console
- ☐ FTP Server
  - ☐ FTP Service
  - ☐ FTP Extensibility
- ☐ IIS Hostable Web Core

Description:

IIS 6 Management Compatibility provides forward compatibility for your applications and scripts that use the two IIS APIs, Admin Base Object (ABO) and Active Directory Service Interface (ADSI). You can use existing IIS 6 scripts to manage the IIS 7 Web server.

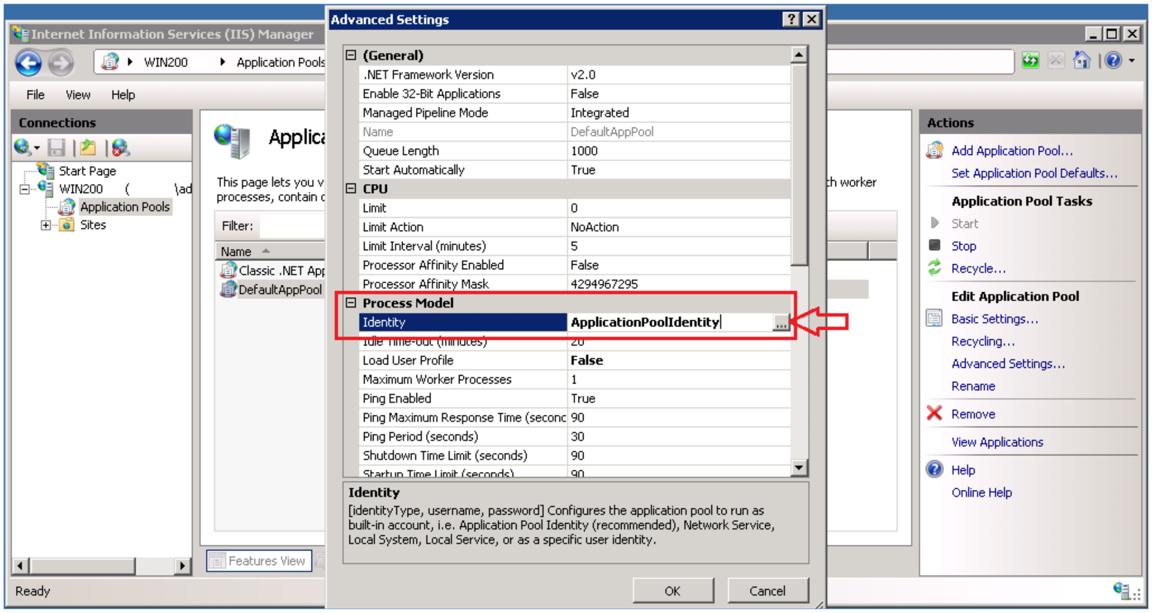
After installing the roles, restart the server to apply the changes.

4. Changing "Application pool Identity" for DefaultAppPool in IISManager

In some case, you have to change the application pool identity to the username and password you provided at install.

Process is

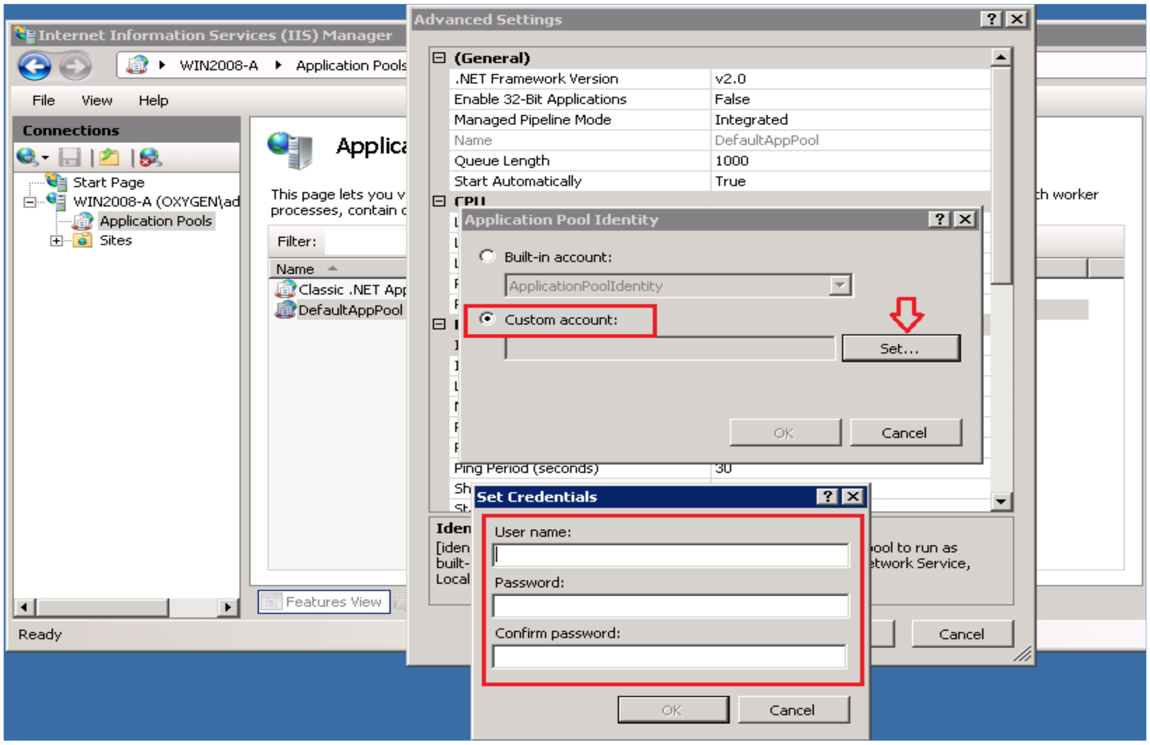
- Start **Run** command→type "**inetmgr**"→IIS Manager Window will be opened.
- Go to Application Pools→DefaultAppPool→right click and select "**Advanced Settings**→Select "**Identity**" under Process Model→click on ellipsis button→Select "**Custom account**"→click on "**Set**"→Provide "**User name**, **Password** and **Confirm password**" details→click **OK**→click **OK**



This page lets you v processes, contain c

(General)	
.NET Framework Version	v2.0
Enable 32-Bit Applications	False
Managed Pipeline Mode	Integrated
Name	DefaultAppPool
Queue Length	1000
Start Automatically	True
CPU	
Limit	0
Limit Action	NoAction
Limit Interval (minutes)	5
Processor Affinity Enabled	False
Processor Affinity Mask	4294967295
Process Model	
Identity	ApplicationPoolIdentity
Idle Time-out (minutes)	20
Load User Profile	**False**
Maximum Worker Processes	1
Ping Enabled	True
Ping Maximum Response Time (seconc	90
Ping Period (seconds)	30
Shutdown Time Limit (seconds)	90
Startup Time Limit (seconds)	90

Identity
[identityType, username, password] Configures the application pool to run as built-in account, i.e. Application Pool Identity (recommended), Network Service, Local System, Local Service, or as a specific user identity.



(General)	
.NET Framework Version	v2.0
Enable 32-Bit Applications	False
Managed Pipeline Mode	Integrated
Name	DefaultAppPool
Queue Length	1000
Start Automatically	True
CPU	
Ping Period (seconds)	30

Application Pool Identity

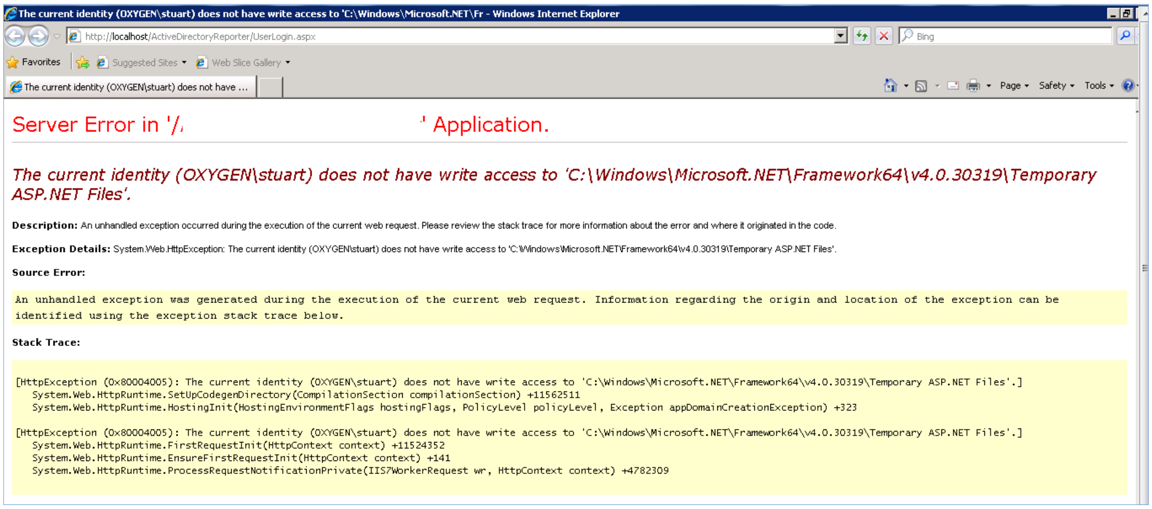
○ Built-in account:
ApplicationPoolIdentity
● Custom account:

Set Credentials

User name:
Password:
Confirm password:

5. Error: “Server Error in ‘/Enterprise Self Service ‘ Application”

If the login fails after trying ‘admin’ & ‘admin’ (without quotes): see the solution below



The current identity (OXYGEN\stuart) does not have write access to 'C:\Windows\Microsoft.NET\Fr - Windows Internet Explorer
http://localhost/ActiveDirectoryReporter/UserLogin.aspx
Bing
Favorites
Suggested Sites
Web Slice Gallery
The current identity (OXYGEN\stuart) does not have ...
Page
Safety
Tools

Server Error in '/[redacted]' Application.

The current identity (OXYGEN\stuart) does not have write access to 'C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files'.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Web.HttpException: The current identity (OXYGEN\stuart) does not have write access to 'C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files'.

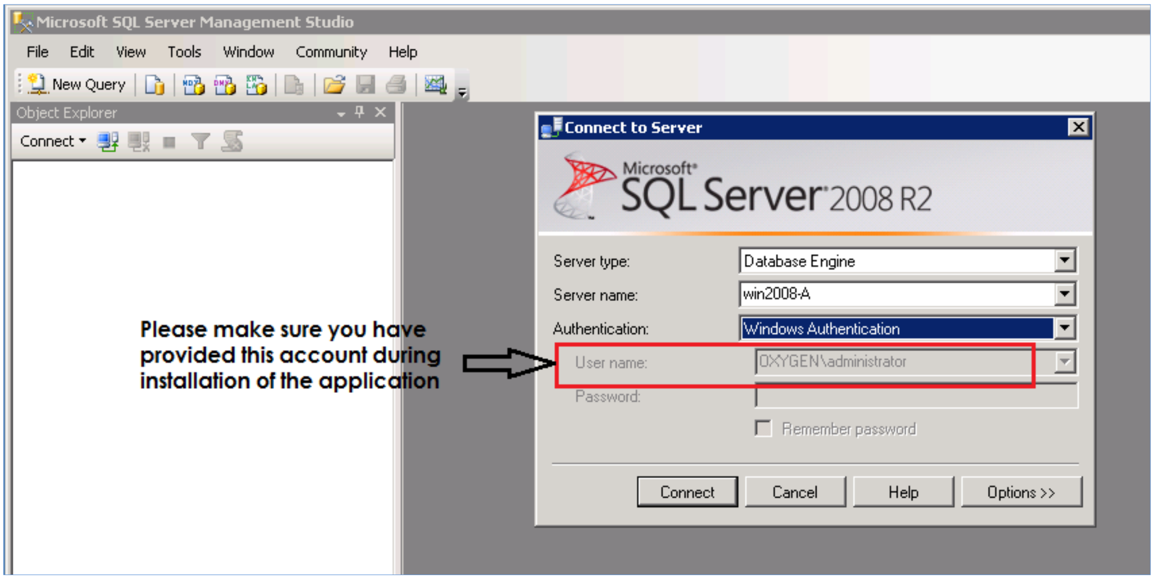
Source Error:

```
An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be
identified using the exception stack trace below.
```

Stack Trace:

```
[HttpException (0x80004005): The current identity (OXYGEN\stuart) does not have write access to 'C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files'.]
   System.Web.HttpRuntime.SetUpCodegenDirectory(CompilationSection compilationSection) +11562511
   System.Web.HttpRuntime.HostingInit(HostingEnvironmentFlags hostingFlags, PolicyLevel policyLevel, Exception appDomainCreationException) +323

[HttpException (0x80004005): The current identity (OXYGEN\stuart) does not have write access to 'C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files'.]
   System.Web.HttpRuntime.FirstRequestInit(HttpContext context) +11524352
   System.Web.HttpRuntime.EnsureFirstRequestInit(HttpContext context) +141
   System.Web.HttpRuntime.ProcessRequestNotificationPrivate(IIS7WorkerRequest wr, HttpContext context) +4782309
```



Server type: Database Engine
Server name: win2008-A
Authentication: Windows Authentication
User name: OXYGEN\administrator
Password:
☐ Remember password

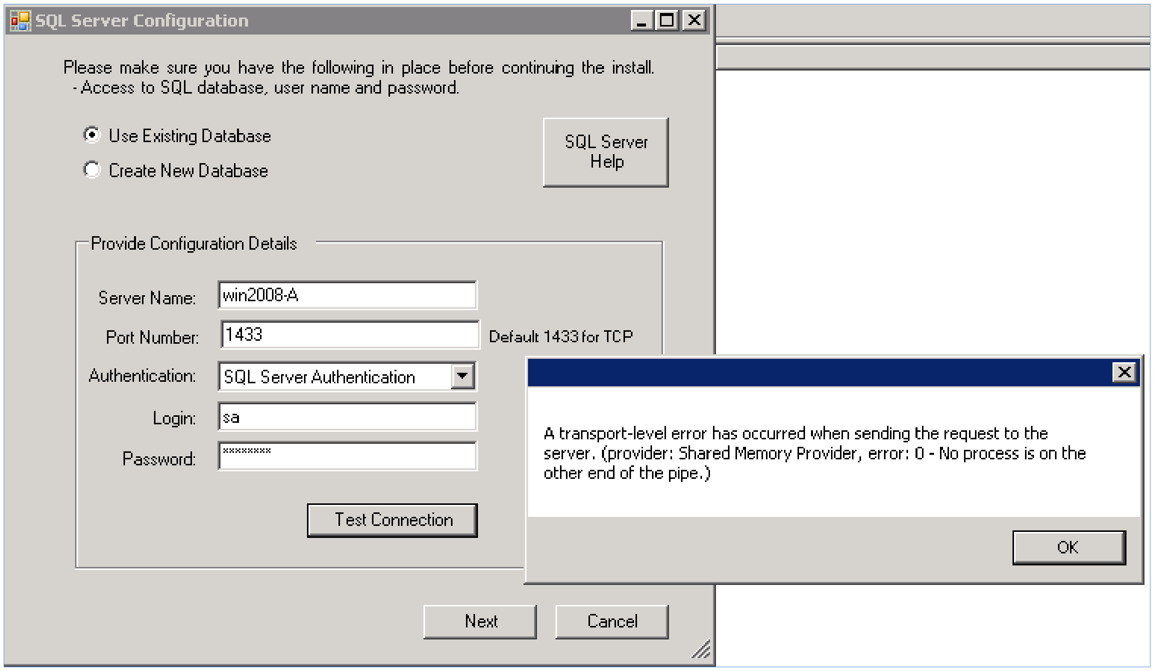
Please make sure you have provided this account during installation of the application

Start the sql server management studio and note the sql connection string and username. You have to provide this username during the install of Enterprise Self-Service Portal (refer page 9 - Application Authentication popup window). Otherwise whatever username you provided you have to provide SQL privileges.

Also, check the IIS role and ensure the Windows and Basic authentication are enabled.

6. Error: SQL Login failed during the database configuration of application

SQL Login fails



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

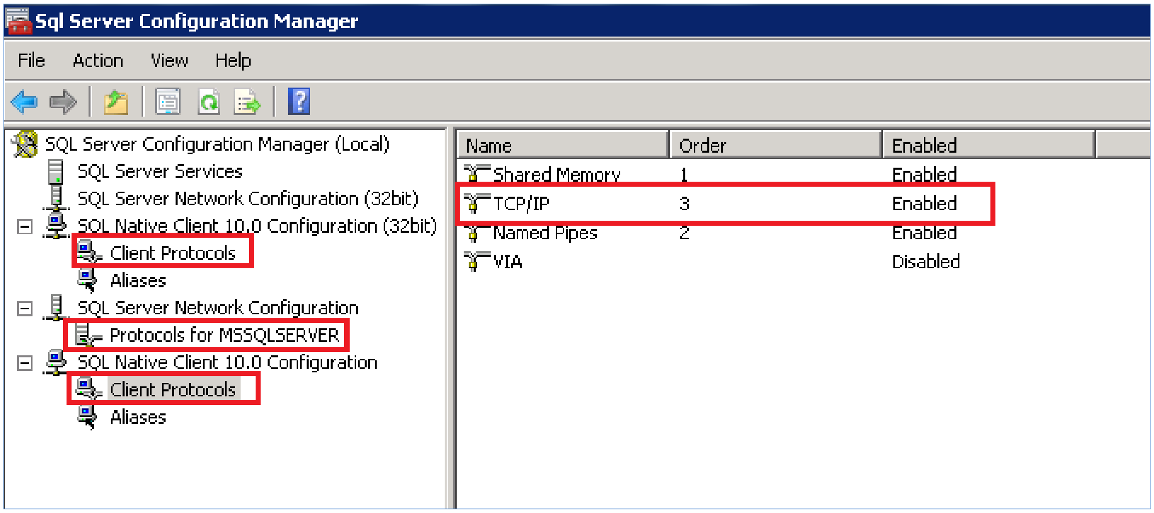
Server Name: win2008-A
Port Number: 1433 Default 1433 for TCP
Authentication: SQL Server Authentication
Login: sa
Password: ********

A transport-level error has occurred when sending the request to the server. (provider: Shared Memory Provider, error: 0 - No process is on the other end of the pipe.)

This can happen because the firewall is blocking ports. Check the firewall and SQL to ensure the right SQL ports are open. Probably TCP/IP channel is disabled under SQL Server Configuration Manager. So go there and enable all TCP/IP options

Below is an example

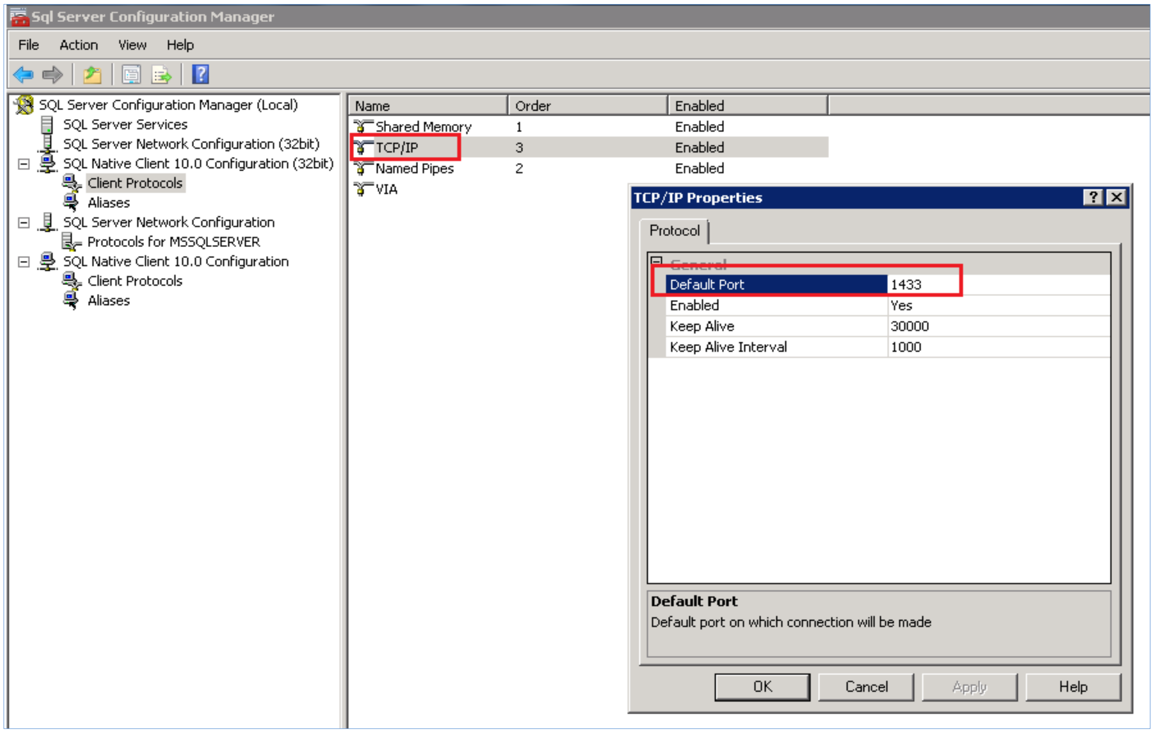
- Click on start →All programs→Microsoft SQL Server 2008 R2→Click on **Configuration Tools**→Click on **SQL Server Configuration Manager**



- SQL Server Configuration Manager (Local)
  - SQL Server Services
  - SQL Server Network Configuration (32bit)
  - SQL Native Client 10.0 Configuration (32bit)
    - Client Protocols
    - Aliases
  - SQL Server Network Configuration
    - Protocols for MSSQLSERVER
  - SQL Native Client 10.0 Configuration
    - Client Protocols
    - Aliases

Name	Order	Enabled
Shared Memory	1	Enabled
TCP/IP	3	Enabled
Named Pipes	2	Enabled
VIA		Disabled

- Make sure all TCP/IP channels are enabled


Sql Server Configuration Manager
File
Action
View
Help
SQL Server Configuration Manager (Local)
SQL Server Services
SQL Server Network Configuration (32bit)
SQL Native Client 10.0 Configuration (32bit)
Client Protocols
Aliases
SQL Server Network Configuration
Protocols for MSSQLSERVER
SQL Native Client 10.0 Configuration
Client Protocols
Aliases
TCP/IP Properties
Protocol
OK
Cancel
Apply
Help

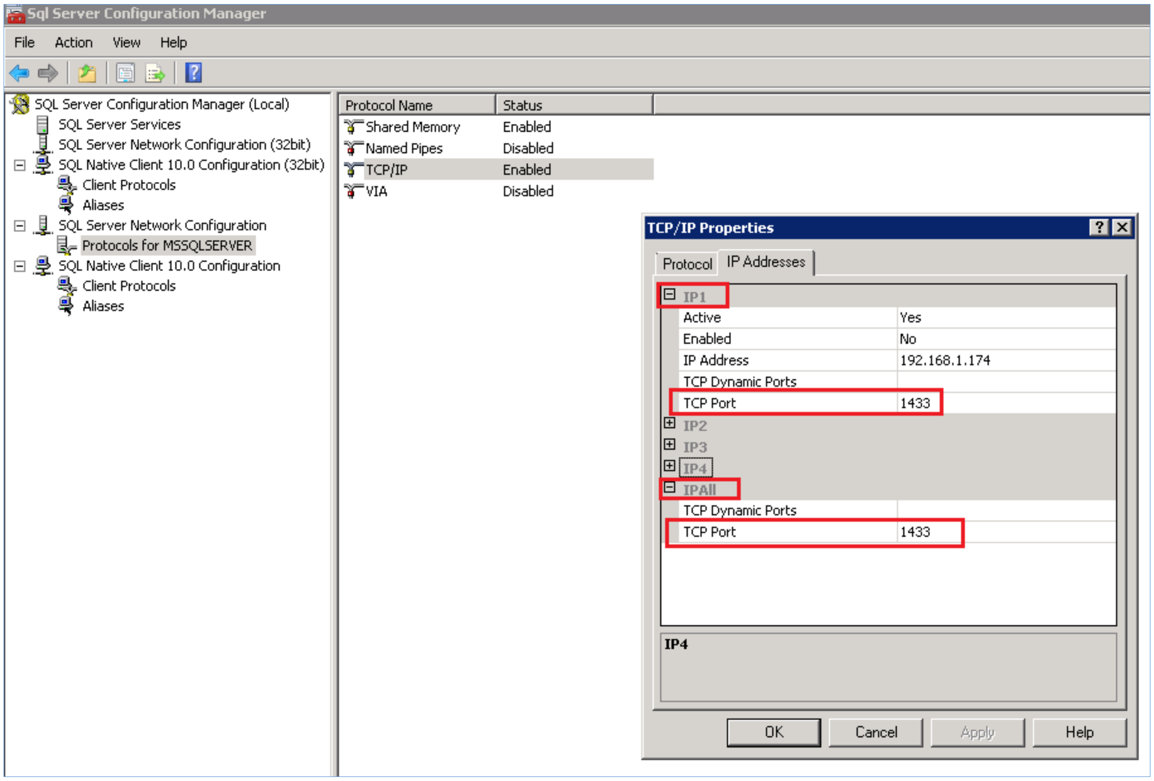
Name	Order	Enabled
Shared Memory	1	Enabled
TCP/IP	3	Enabled
Named Pipes	2	Enabled
VIA		

General

Default Port	1433
Enabled	Yes
Keep Alive	30000
Keep Alive Interval	1000

Default Port
Default port on which connection will be made

- Make sure TCP/IP Port has 1433


Sql Server Configuration Manager
File
Action
View
Help
SQL Server Configuration Manager (Local)
SQL Server Services
SQL Server Network Configuration (32bit)
SQL Native Client 10.0 Configuration (32bit)
Client Protocols
Aliases
SQL Server Network Configuration
Protocols for MSSQLSERVER
SQL Native Client 10.0 Configuration
Client Protocols
Aliases
TCP/IP Properties
Protocol
IP Addresses
OK
Cancel
Apply
Help

Protocol Name	Status
Shared Memory	Enabled
Named Pipes	Disabled
TCP/IP	Enabled
VIA	Disabled

IP1

Active	Yes
Enabled	No
IP Address	192.168.1.174
TCP Dynamic Ports	
TCP Port	1433

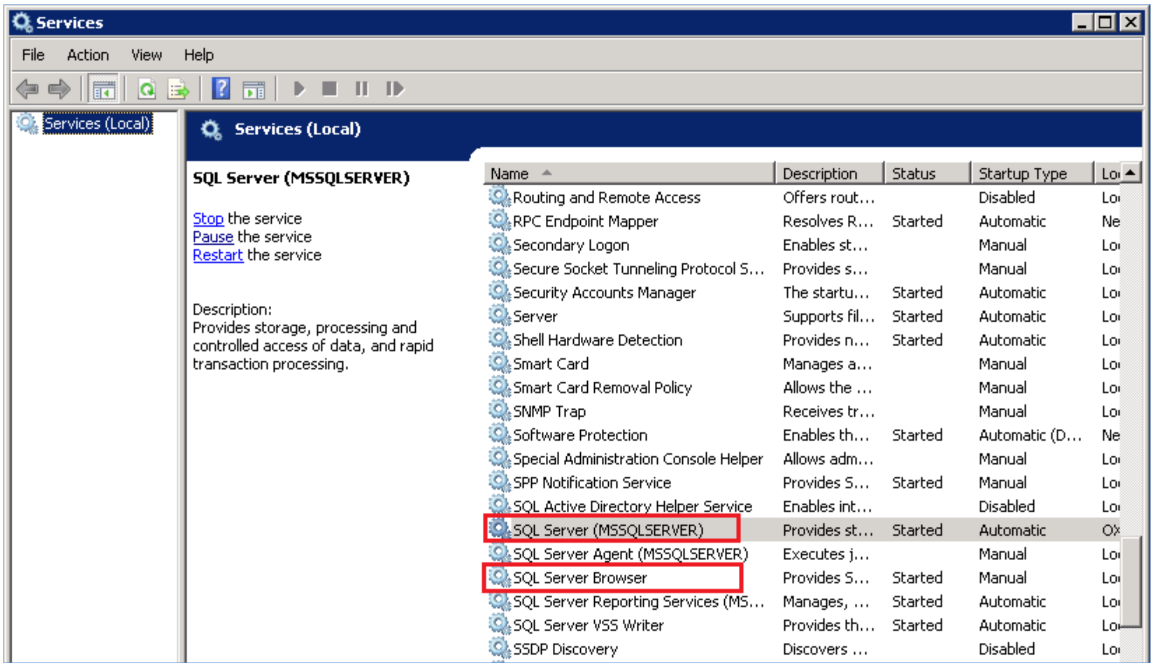
IP2
IP3
IP4
IPAll

TCP Dynamic Ports	
TCP Port	1433

IP4

- Select TCP/IP, go to properties, in properties window select **IP Addresses** tab.

  In **IP1** set TCP Port as **1433** and in **IPAll** set TCP port as **1433**, Click on **OK**



SQL Server (MSSQLSERVER)

Stop the service
Pause the service
Restart the service

Description:
Provides storage, processing and controlled access of data, and rapid transaction processing.

Name	Description	Status	Startup Type	Lo
Routing and Remote Access	Offers rout...		Disabled	Lo
RPC Endpoint Mapper	Resolves R...	Started	Automatic	Ne
Secondary Logon	Enables st...		Manual	Lo
Secure Socket Tunneling Protocol S...	Provides s...		Manual	Lo
Security Accounts Manager	The startu...	Started	Automatic	Lo
Server	Supports fil...	Started	Automatic	Lo
Shell Hardware Detection	Provides n...	Started	Automatic	Lo
Smart Card	Manages a...		Manual	Lo
Smart Card Removal Policy	Allows the ...		Manual	Lo
SNMP Trap	Receives tr...		Manual	Lo
Software Protection	Enables th...	Started	Automatic (D...	Ne
Special Administration Console Helper	Allows adm...		Manual	Lo
SPP Notification Service	Provides S...	Started	Manual	Lo
SQL Active Directory Helper Service	Enables int...		Disabled	Lo
SQL Server (MSSQLSERVER)	Provides st...	Started	Automatic	O
SQL Server Agent (MSSQLSERVER)	Executes j...		Manual	Lo
SQL Server Browser	Provides S...	Started	Manual	Lo
SQL Server Reporting Services (MS...	Manages, ...	Started	Automatic	Lo
SQL Server VSS Writer	Provides th...	Started	Automatic	Lo
SSDP Discovery	Discovers ...		Disabled	Lo

- Restart **SQLServer** and **SQL Server Browser** services

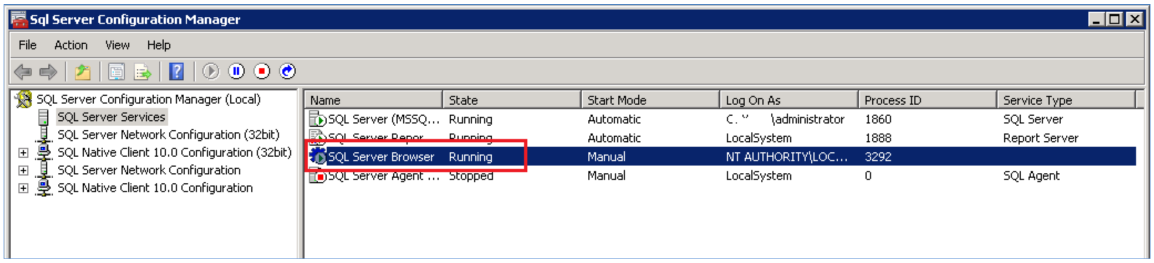
To open above ports in Windows firewall, run the below command from command prompt

```
netsh advfirewall firewall add rule name = SQLPort dir = in
protocol = tcp action = allow localport = 1433 remoteip =
localsubnet profile = DOMAIN
```

Connecting to remote database:

To connect remote database, please check the following settings:

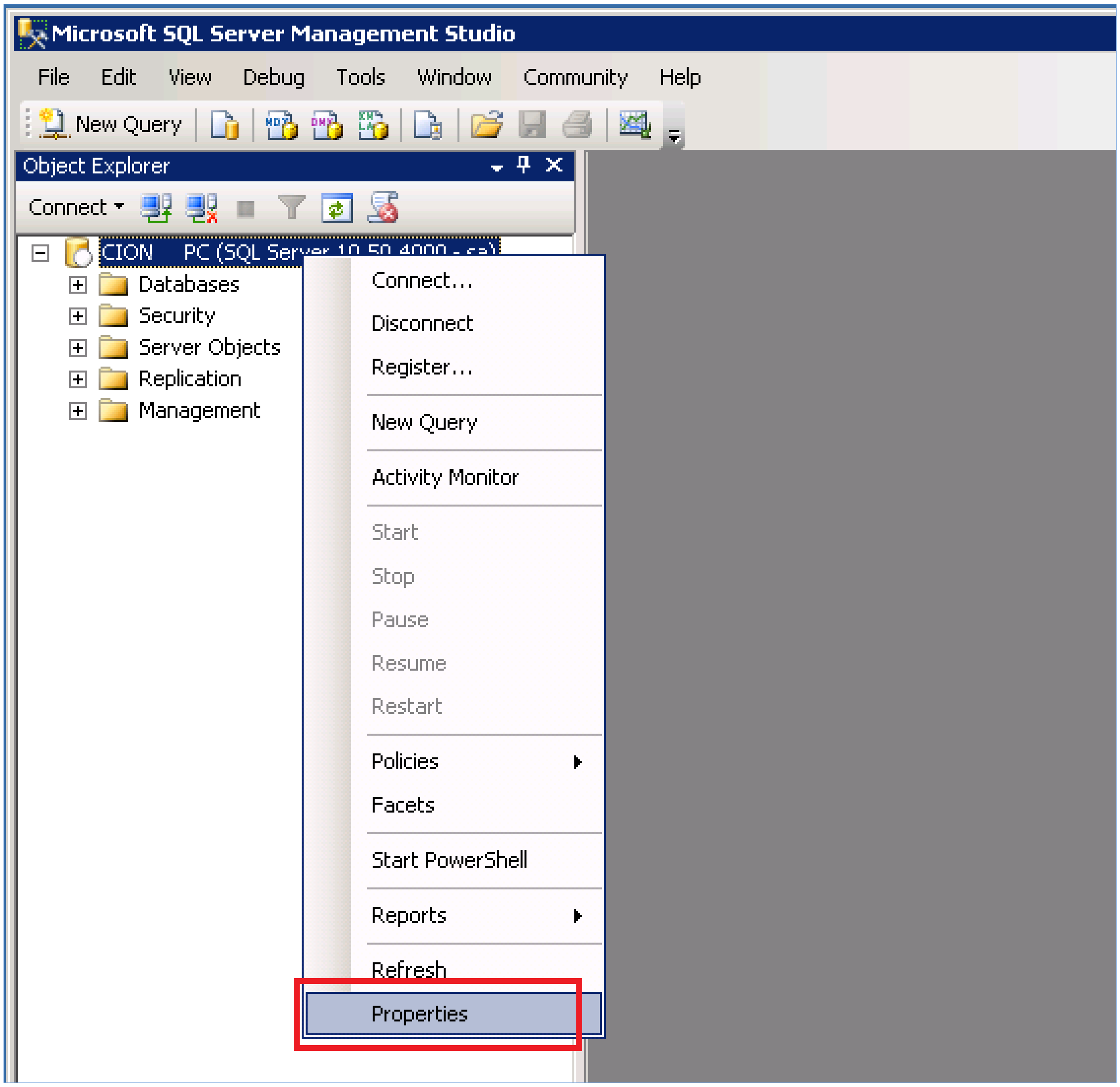
1. Make sure **SQL Browser Service** is in running state in **SQL Server Configuration Manager**


Sql Server Configuration Manager
File
Action
View
Help
SQL Server Configuration Manager (Local)
SQL Server Services
SQL Server Network Configuration (32bit)
SQL Native Client 10.0 Configuration (32bit)
SQL Server Network Configuration
SQL Native Client 10.0 Configuration

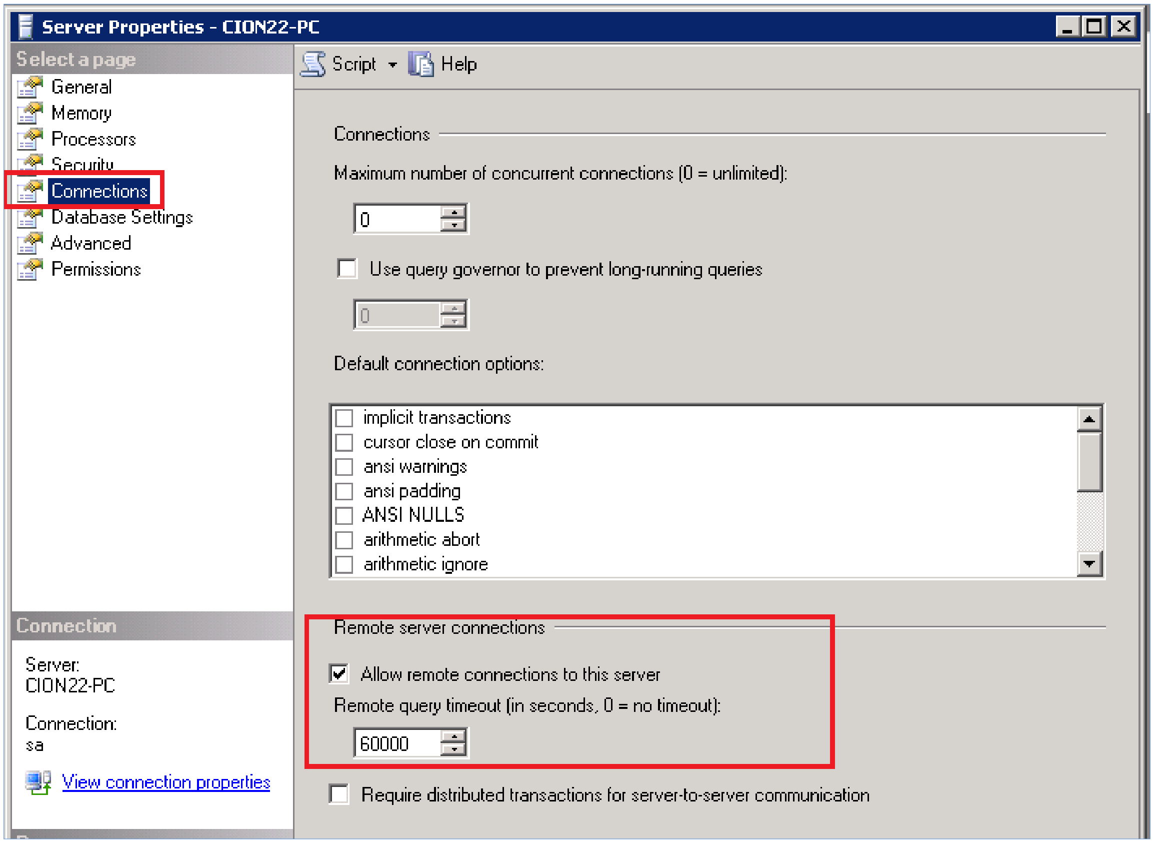
Name	State	Start Mode	Log On As	Process ID	Service Type
SQL Server (MSSQ...	Running	Automatic	C. \administrator	1860	SQL Server
SQL Server Repor...	Running	Automatic	LocalSystem	1888	Report Server
SQL Server Browser	Running	Manual	NT AUTHORITY\LOC...	3292	
SQL Server Agent ...	Stopped	Manual	LocalSystem	0	SQL Agent

2. Check is if Remote Connections are enabled on your SQL Server database.

- Connect to the server, right click the server and open the Server Properties.



- Navigate to **Connections** and ensure that **Allow remote connections to this server** is checked.



Server: CION22-PC

Connection: sa

Connections

Maximum number of concurrent connections (0 = unlimited): 0

☐ Use query governor to prevent long-running queries: 0

Default connection options:

☐ implicit transactions
☐ cursor close on commit
☐ ansi warnings
☐ ansi padding
☐ ANSI NULLS
☐ arithmetic abort
☐ arithmetic ignore

Remote server connections

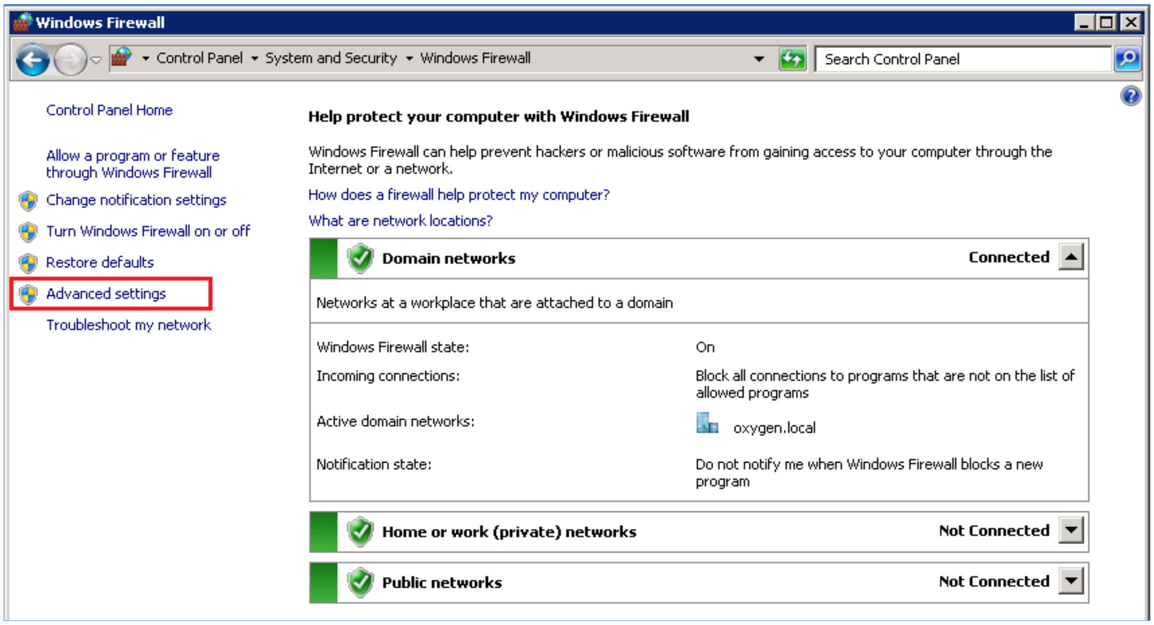
☑ Allow remote connections to this server

Remote query timeout (in seconds, 0 = no timeout): 60000

☐ Require distributed transactions for server-to-server communication

3. In firewall enable UDP port (By Default 1434) for SQL Browser

- Open the Control Panel and navigate to Windows Firewall.


Windows Firewall
Control Panel ▸ System and Security ▸ Windows Firewall
Search Control Panel
Control Panel Home
Allow a program or feature through Windows Firewall
Change notification settings
Turn Windows Firewall on or off
Restore defaults
Advanced settings
Troubleshoot my network
How does a firewall help protect my computer?
What are network locations?

Help protect your computer with Windows Firewall

Windows Firewall can help prevent hackers or malicious software from gaining access to your computer through the Internet or a network.

Domain networks — **Connected**

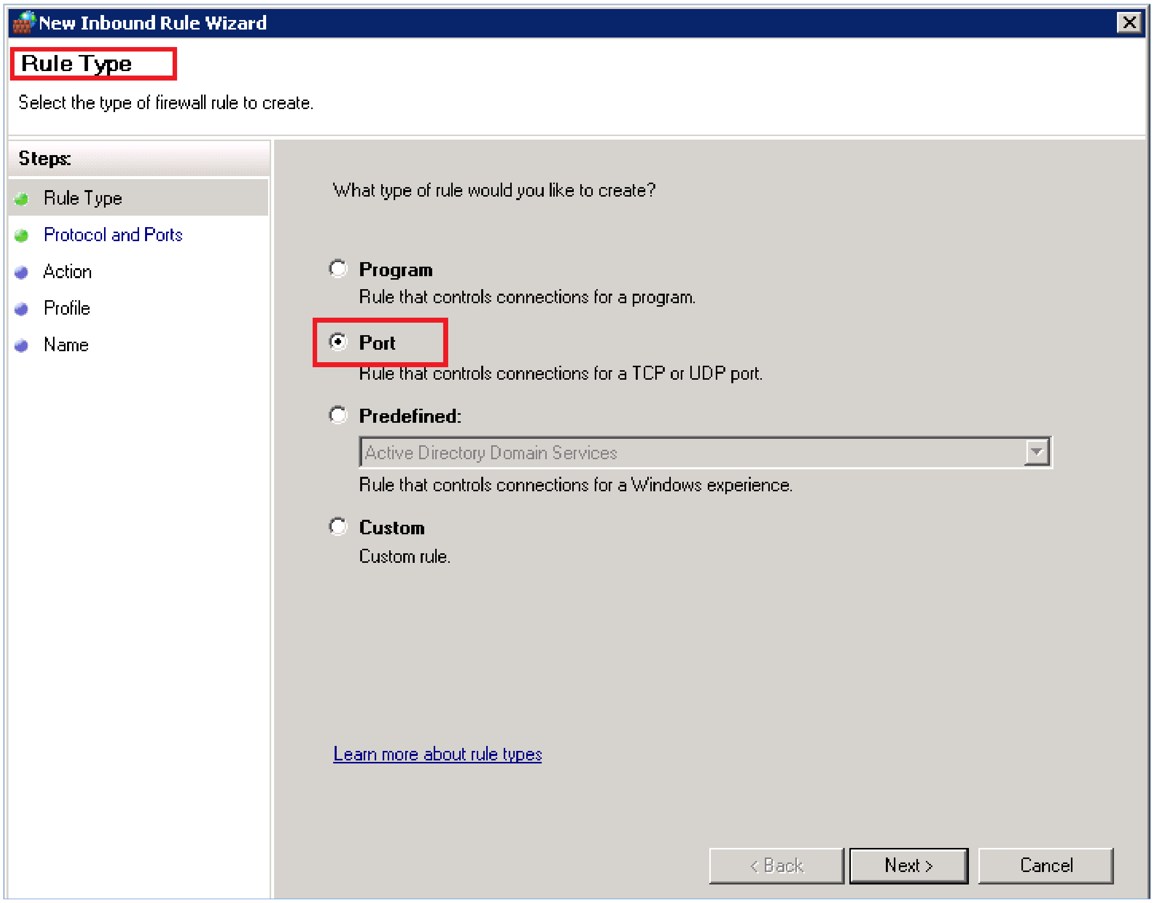
Networks at a workplace that are attached to a domain

Windows Firewall state:	On
Incoming connections:	Block all connections to programs that are not on the list of allowed programs
Active domain networks:	oxygen.local
Notification state:	Do not notify me when Windows Firewall blocks a new program

Home or work (private) networks — **Not Connected**

Public networks — **Not Connected**

- Click on Advanced Settings on the left hand side and you should see the Windows Firewall with Advanced Security. Select **the Inbound Rules** on the left hand side and click on **New Rule**… on the right hand side.



New Inbound Rule Wizard

Rule Type

Select the type of firewall rule to create.

What type of rule would you like to create?

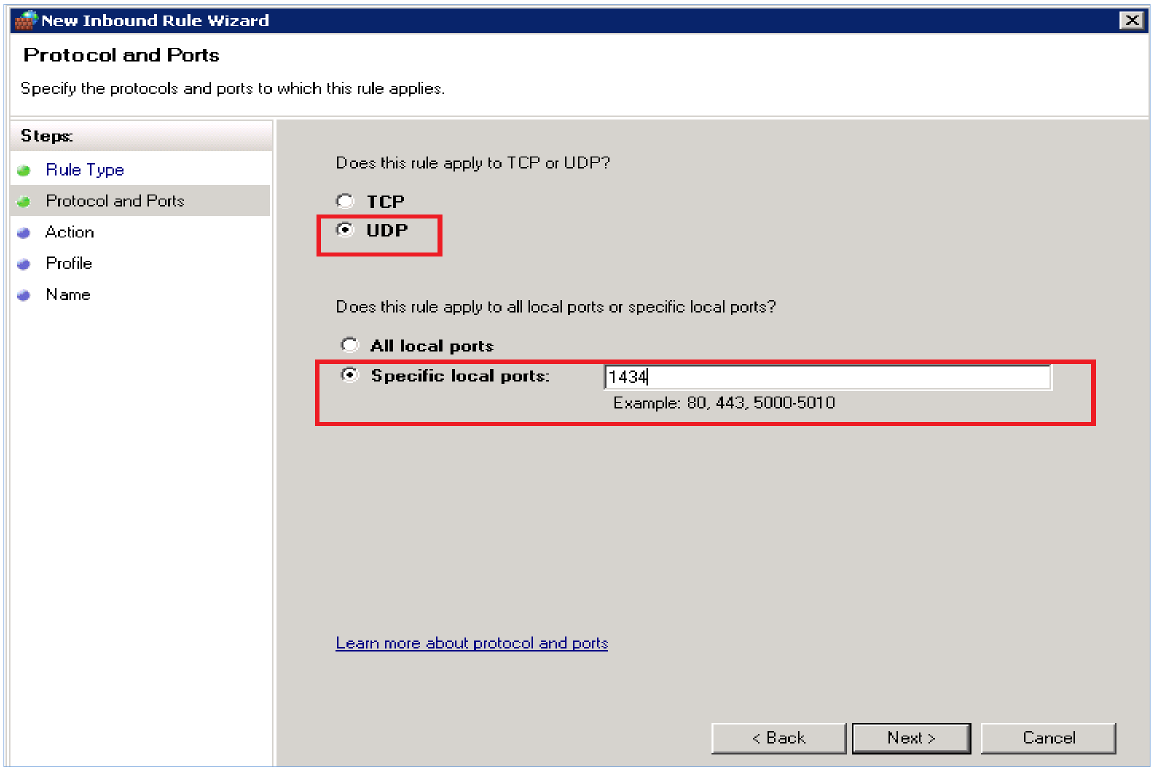
○ **Program**
Rule that controls connections for a program.

● **Port**
Rule that controls connections for a TCP or UDP port.

○ **Predefined:**
Active Directory Domain Services
Rule that controls connections for a Windows experience.

○ **Custom**
Custom rule.

- This opens the New Inbound Rule Wizard, under the **Rule Type** choose **Port** and click the **Next** button


New Inbound Rule Wizard

Protocol and Ports

Specify the protocols and ports to which this rule applies.

Steps:
- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

Does this rule apply to TCP or UDP?

○ **TCP**

● **UDP**

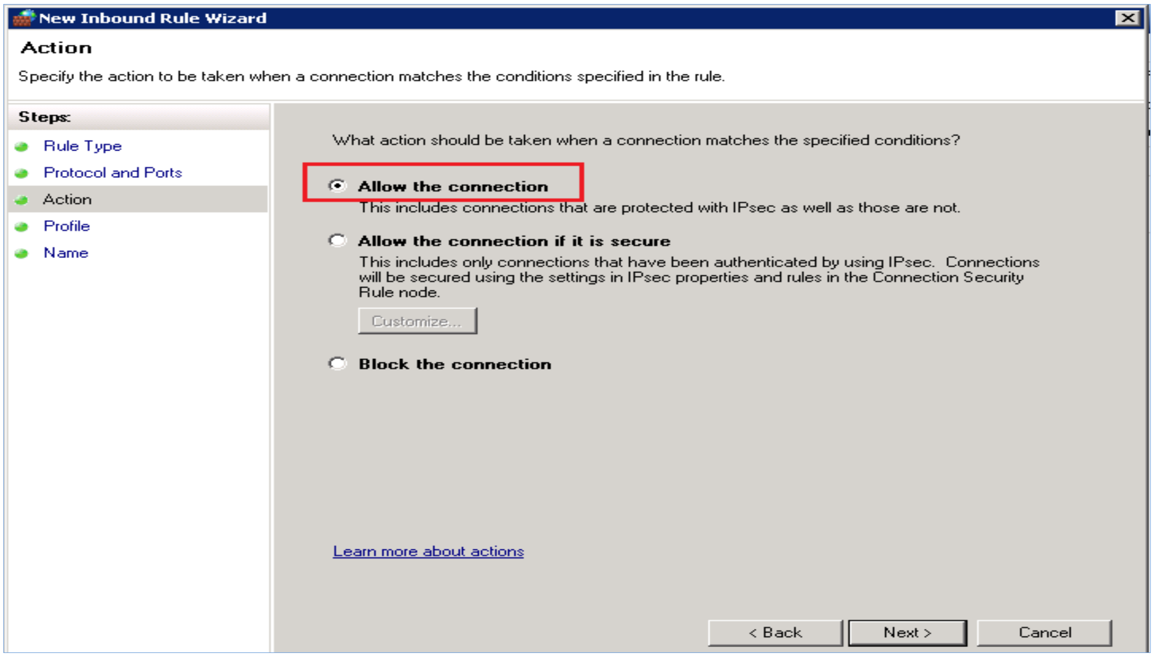
Does this rule apply to all local ports or specific local ports?

○ **All local ports**

● **Specific local ports:** 1434

Example: 80, 443, 5000-5010

- Select the **UDP** protocol and in the Specific local ports enter port number **1434.** To proceed with the settings SQL Browser services, click the **Next** button


New Inbound Rule Wizard

Action

Specify the action to be taken when a connection matches the conditions specified in the rule.

Steps:
- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

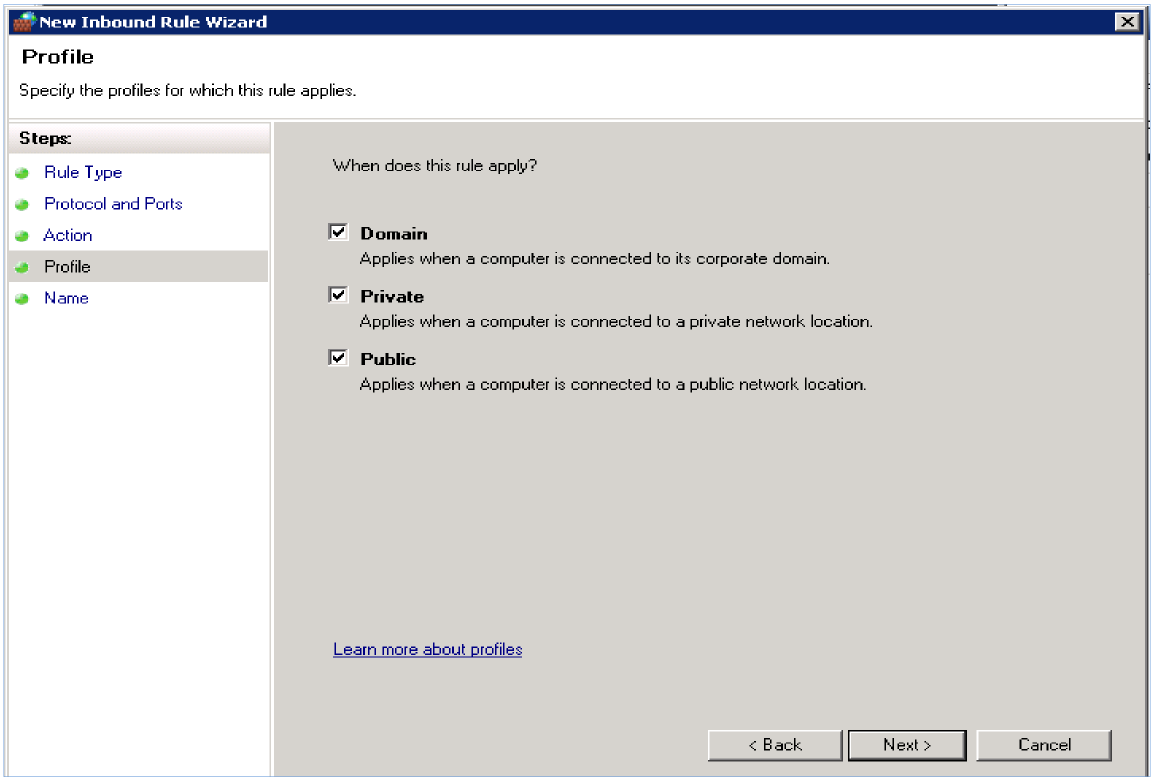
What action should be taken when a connection matches the specified conditions?

● **Allow the connection**
This includes connections that are protected with IPsec as well as those are not.

○ **Allow the connection if it is secure**
This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.

○ **Block the connection**

- In the Action dialog choose **Allow the connection** and click the **Next** button



Profile

Specify the profiles for which this rule applies.

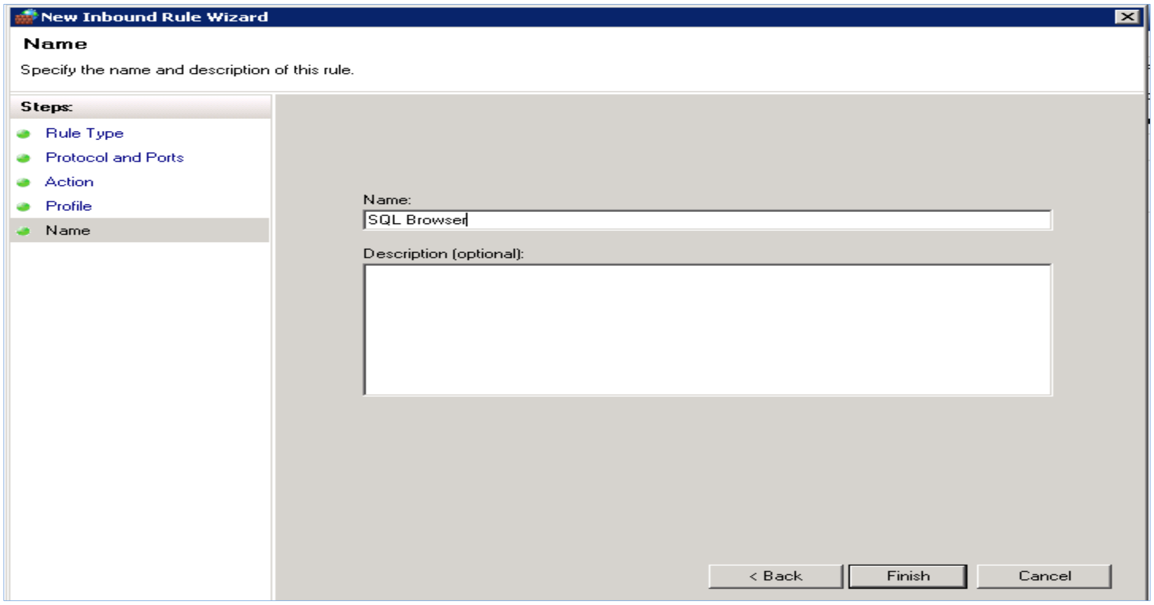
When does this rule apply?

☑ **Domain**
Applies when a computer is connected to its corporate domain.

☑ **Private**
Applies when a computer is connected to a private network location.

☑ **Public**
Applies when a computer is connected to a public network location.

- In the Profile dialog choose all three profiles and click the **Next** button



Name

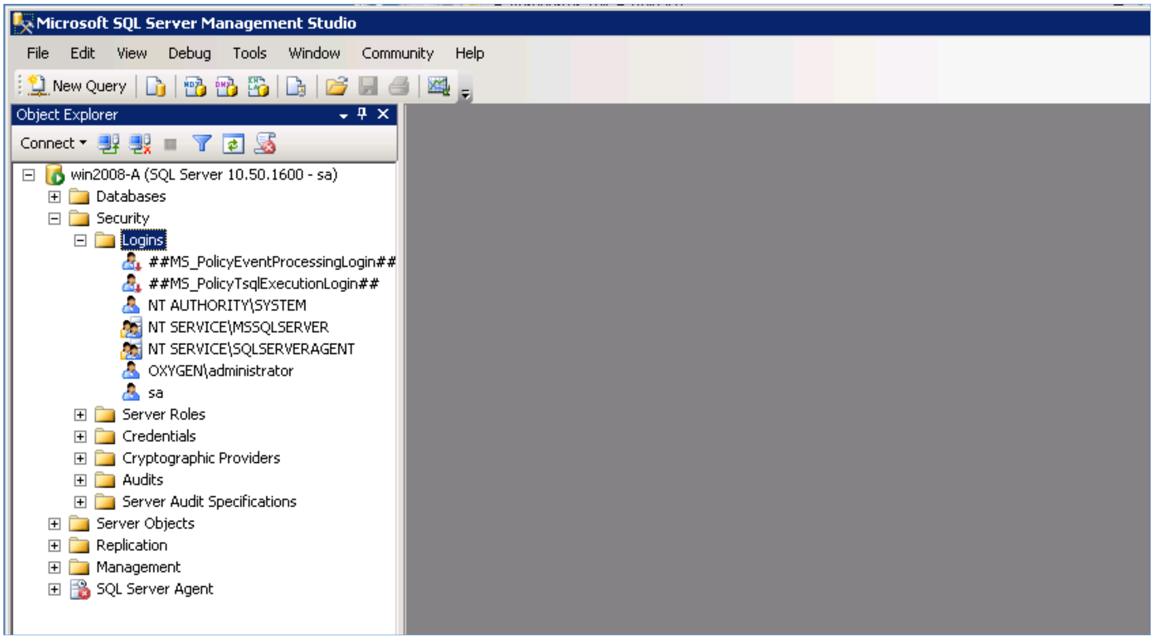
Specify the name and description of this rule.

Name:
SQL Browser

Description (optional):

- Give the rule a name as “SQL Browser” and click the **Finish** button.

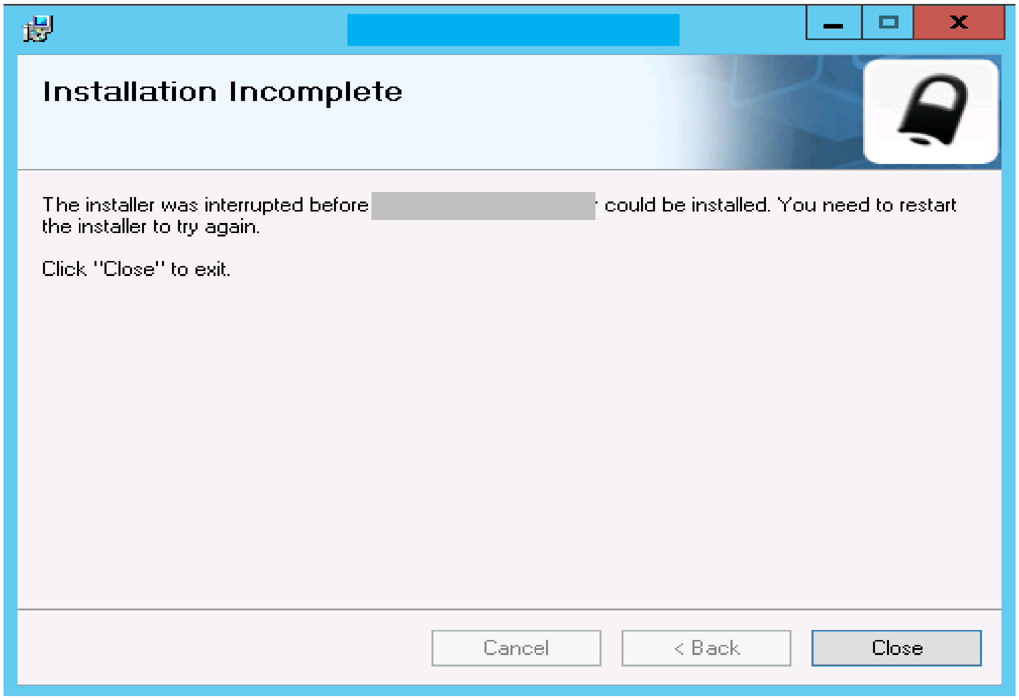
Note: To connect to remote database through windows authentication, the system must be member of that domain and that domain user has to be added in SQL database security logins



Windows Server 2012

1. Error: "Installation Incomplete" displays during installation

If you see the following screen during installation, you need to install the **Application Development** and **IIS6 Management Compatibility** roles.

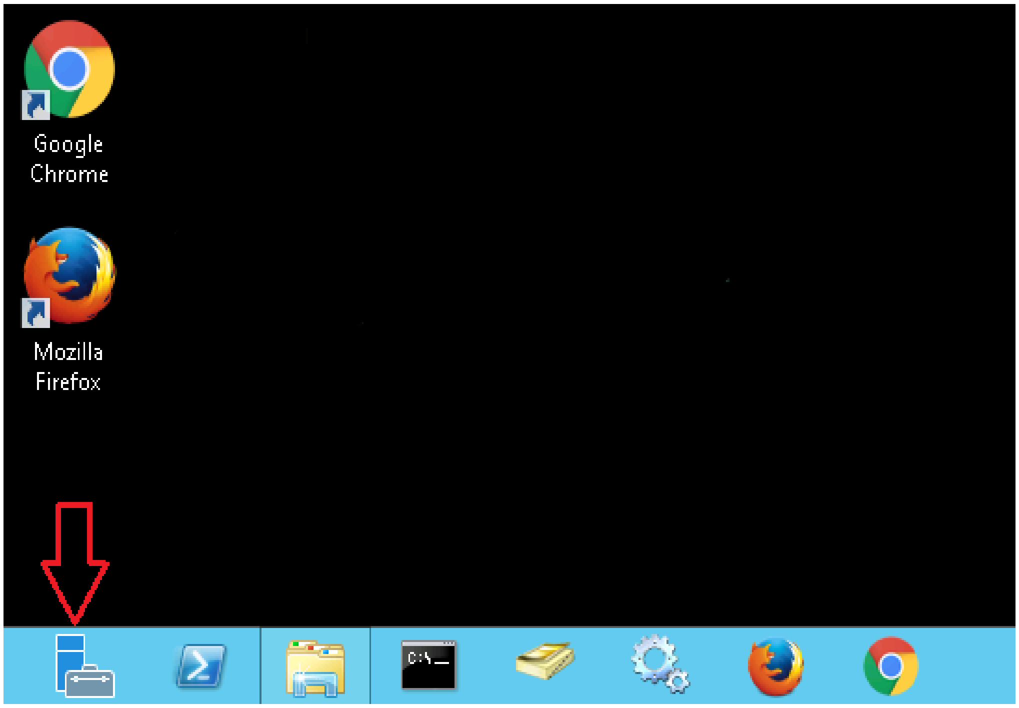


Installation Incomplete

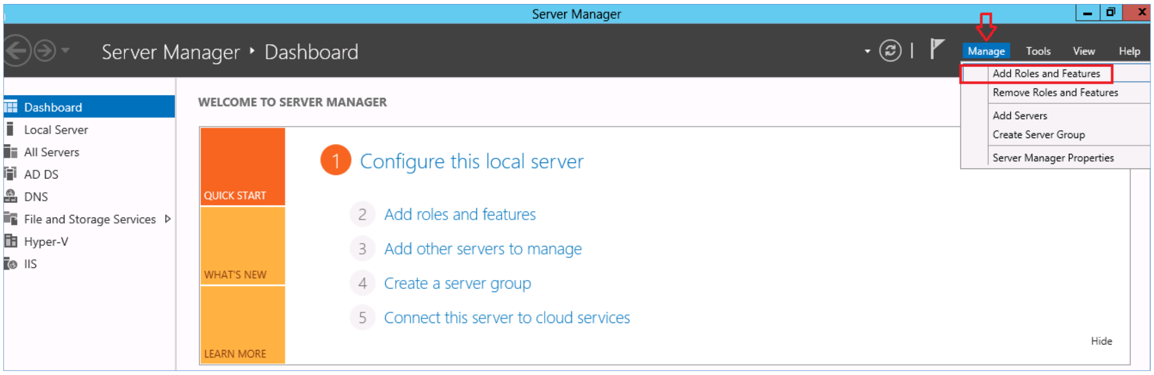
The installer was interrupted before [redacted] could be installed. You need to restart the installer to try again.

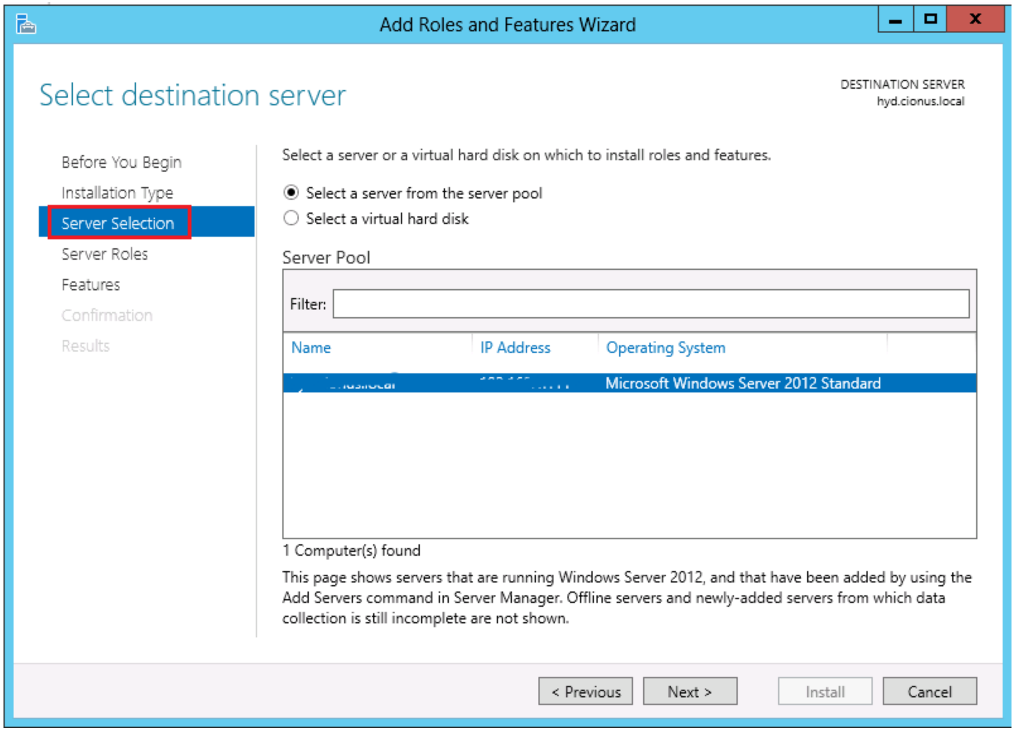
Click "Close" to exit.

Make sure you have installed the following roles in Server Manager.



- Click "Server Manager" on task bar to open, if not available on task bar then click the **Start** button to open the start screen. In start screen you can see the Server Manager
- In Server Manager window, click **Manager** tab and select "**Add Roles and Features**"


Server Manager
Server Manager ‣ Dashboard
Manage
Tools
View
Help
Add Roles and Features
Remove Roles and Features
Add Servers
Create Server Group
Server Manager Properties
Dashboard
Local Server
All Servers
AD DS
DNS
File and Storage Services
Hyper-V
IIS
WELCOME TO SERVER MANAGER
QUICK START
WHAT'S NEW
LEARN MORE
1 Configure this local server
2 Add roles and features
3 Add other servers to manage
4 Create a server group
5 Connect this server to cloud services
Hide



Select a server or a virtual hard disk on which to install roles and features.

● Select a server from the server pool

○ Select a virtual hard disk

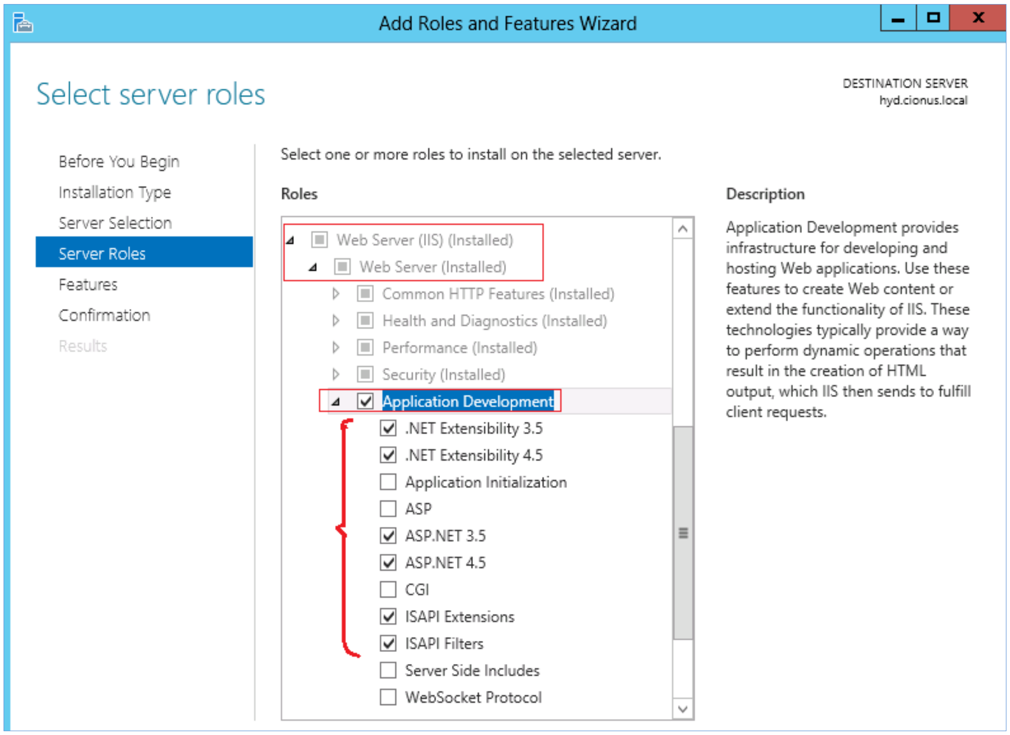
Name	IP Address	Operating System
[redacted]	[redacted]	Microsoft Windows Server 2012 Standard

1 Computer(s) found

This page shows servers that are running Windows Server 2012, and that have been added by using the Add Servers command in Server Manager. Offline servers and newly-added servers from which data collection is still incomplete are not shown.

- Click **Server Selection,** click **Next**

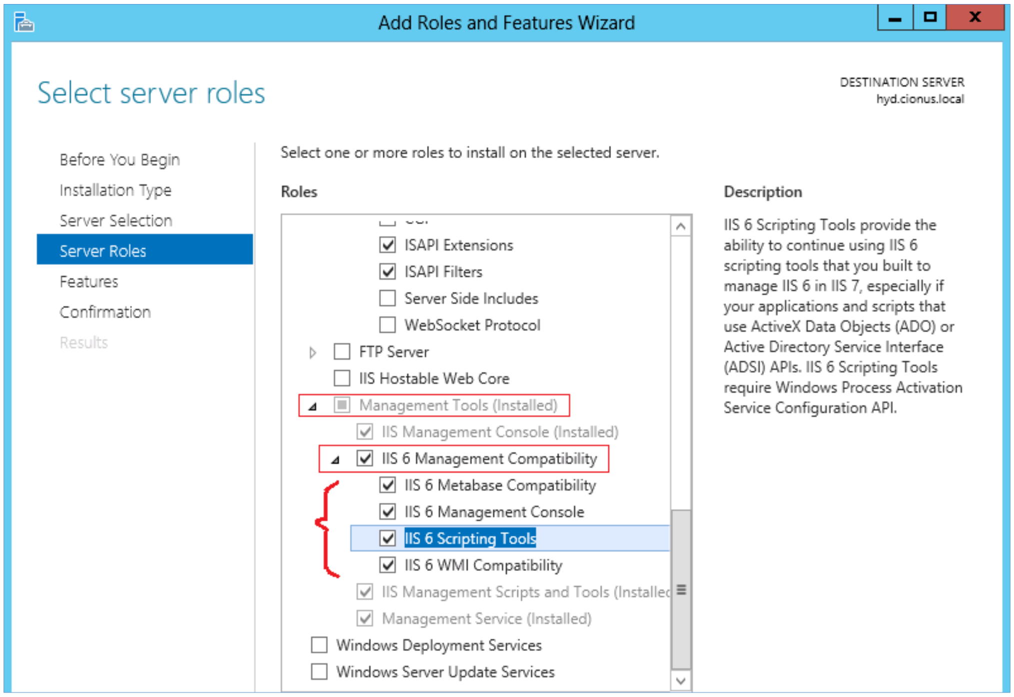
- In Server Roles, install the "**Application Development**" and "**IIS6 Management Compatibility**" roles as shown below:



Select one or more roles to install on the selected server.

- ☐ Web Server (IIS) (Installed)
  - ☐ Web Server (Installed)
    - ☐ Common HTTP Features (Installed)
    - ☐ Health and Diagnostics (Installed)
    - ☐ Performance (Installed)
    - ☐ Security (Installed)
    - ☑ Application Development
      - ☑ .NET Extensibility 3.5
      - ☑ .NET Extensibility 4.5
      - ☐ Application Initialization
      - ☐ ASP
      - ☑ ASP.NET 3.5
      - ☑ ASP.NET 4.5
      - ☐ CGI
      - ☑ ISAPI Extensions
      - ☑ ISAPI Filters
      - ☐ Server Side Includes
      - ☐ WebSocket Protocol

Application Development provides infrastructure for developing and hosting Web applications. Use these features to create Web content or extend the functionality of IIS. These technologies typically provide a way to perform dynamic operations that result in the creation of HTML output, which IIS then sends to fulfill client requests.



Add Roles and Features Wizard

Select server roles

DESTINATION SERVER
hyd.cionus.local

Select one or more roles to install on the selected server.

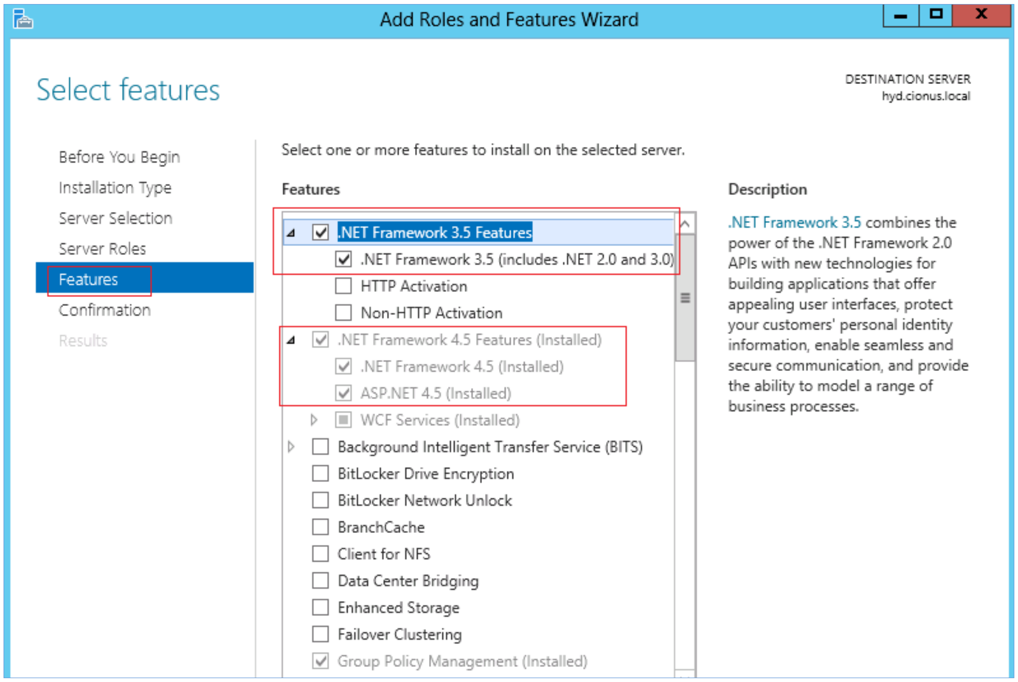
Roles

- ☑ ISAPI Extensions
- ☑ ISAPI Filters
- ☐ Server Side Includes
- ☐ WebSocket Protocol
- ☐ FTP Server
- ☐ IIS Hostable Web Core
- ▨ Management Tools (Installed)
  - ☑ IIS Management Console (Installed)
  - ☑ IIS 6 Management Compatibility
    - ☑ IIS 6 Metabase Compatibility
    - ☑ IIS 6 Management Console
    - ☑ IIS 6 Scripting Tools
    - ☑ IIS 6 WMI Compatibility
  - ☑ IIS Management Scripts and Tools (Installed
  - ☑ Management Service (Installed)
- ☐ Windows Deployment Services
- ☐ Windows Server Update Services

Description

IIS 6 Scripting Tools provide the ability to continue using IIS 6 scripting tools that you built to manage IIS 6 in IIS 7, especially if your applications and scripts that use ActiveX Data Objects (ADO) or Active Directory Service Interface (ADSI) APIs. IIS 6 Scripting Tools require Windows Process Activation Service Configuration API.

- Click **Next**
- In **Features**, make sure **.NET Framework 3.5 & 4.5** features are installed, if they were not installed configure them as shown below to install.



Add Roles and Features Wizard

Select features

DESTINATION SERVER
hyd.cionus.local

Select one or more features to install on the selected server.

Features

- ☑ .NET Framework 3.5 Features
  - ☑ .NET Framework 3.5 (includes .NET 2.0 and 3.0)
  - ☐ HTTP Activation
  - ☐ Non-HTTP Activation
- ☑ .NET Framework 4.5 Features (Installed)
  - ☑ .NET Framework 4.5 (Installed)
  - ☑ ASP.NET 4.5 (Installed)
  - ▨ WCF Services (Installed)
- ☐ Background Intelligent Transfer Service (BITS)
- ☐ BitLocker Drive Encryption
- ☐ BitLocker Network Unlock
- ☐ BranchCache
- ☐ Client for NFS
- ☐ Data Center Bridging
- ☐ Enhanced Storage
- ☐ Failover Clustering
- ☑ Group Policy Management (Installed)

Description

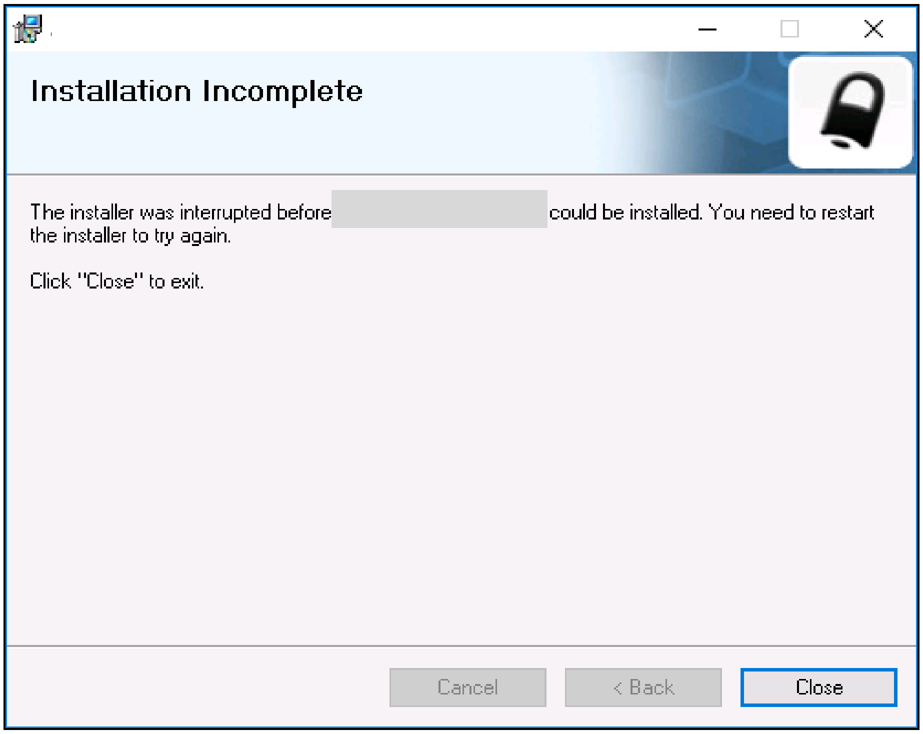
.NET Framework 3.5 combines the power of the .NET Framework 2.0 APIs with new technologies for building applications that offer appealing user interfaces, protect your customers' personal identity information, enable seamless and secure communication, and provide the ability to model a range of business processes.

- Click **Install** button
- After installation completed, click **Close** button
- Restart the server to apply the changes
- Now try to install the application.

Windows Server 2016

1. Error: "Installation Incomplete" displays during installation

If you see the following screen during installation, you need to install the Application Development and IIS6 Management Compatibility roles

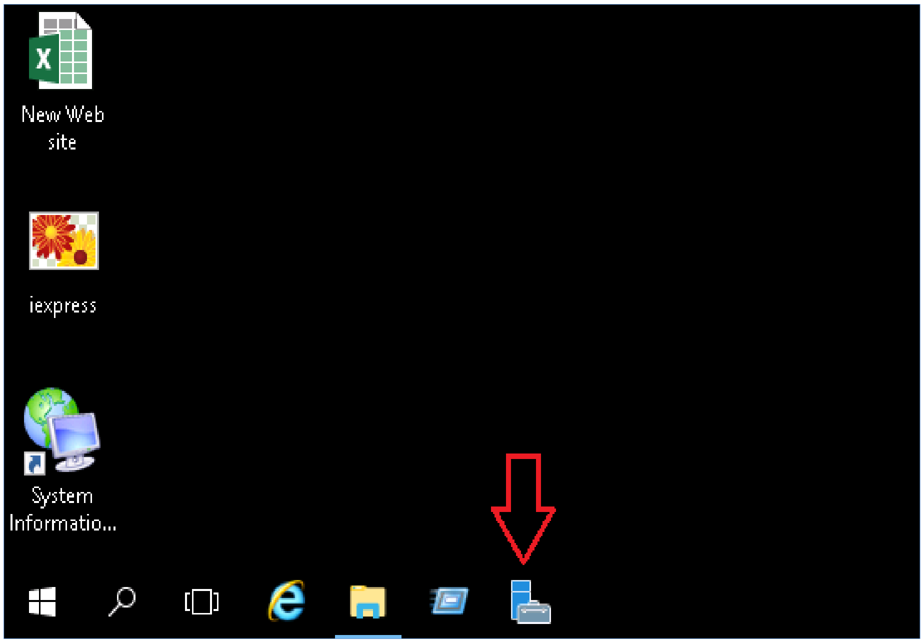


Installation Incomplete

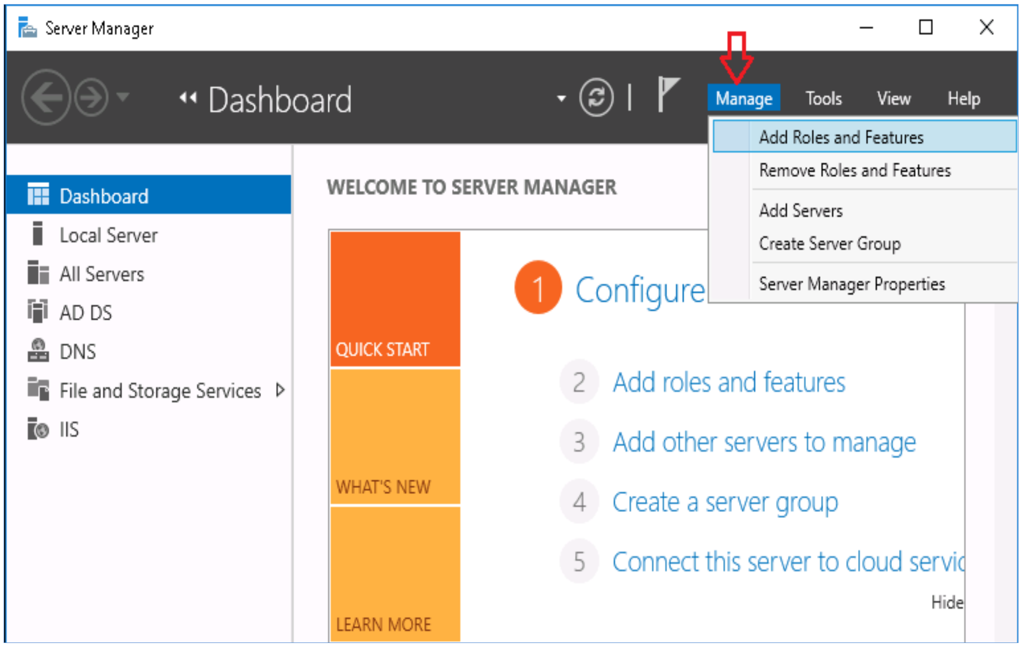
The installer was interrupted before [redacted] could be installed. You need to restart the installer to try again.

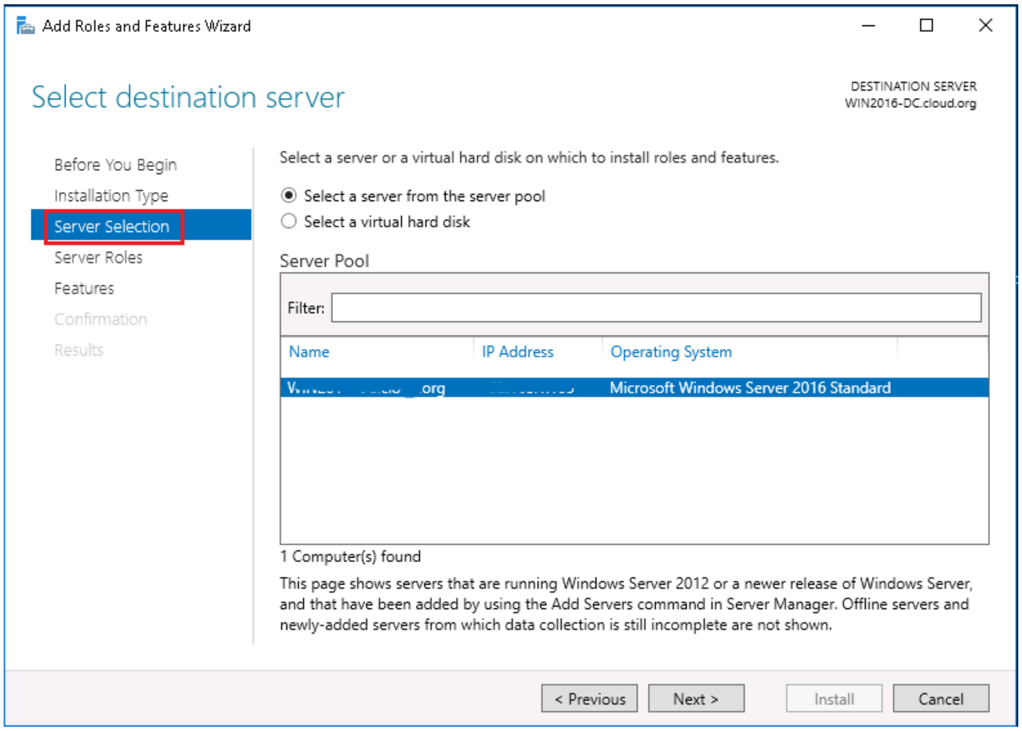
Click "Close" to exit.

Make sure you have installed the following roles in Server Manager.



- Click “Server Manager” on task bar to open, if not available on task bar then click the **Start** button to open the start screen. In start screen you can see the Server Manager
- In Server Manager window, click **Manager** tab and select “**Add Roles and Features**”




Add Roles and Features Wizard

Select destination server

DESTINATION SERVER
WIN2016-DC.cloud.org

Select a server or a virtual hard disk on which to install roles and features.

● Select a server from the server pool
○ Select a virtual hard disk

Server Pool

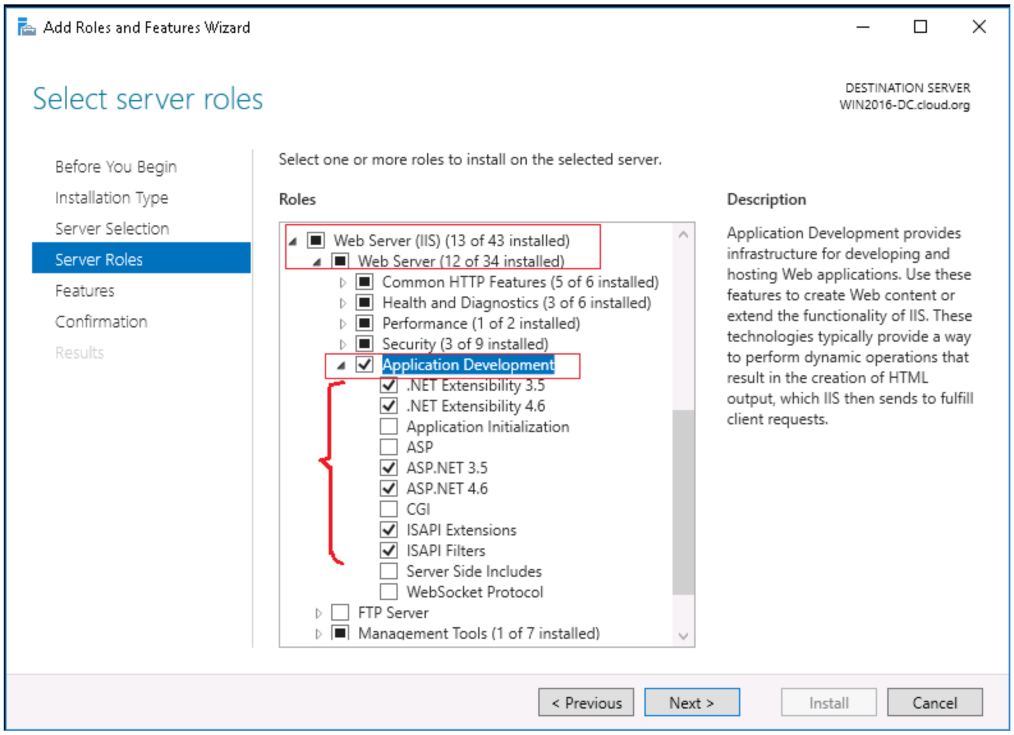
Filter:

Name	IP Address	Operating System
[redacted].org	[redacted]	Microsoft Windows Server 2016 Standard

1 Computer(s) found

This page shows servers that are running Windows Server 2012 or a newer release of Windows Server, and that have been added by using the Add Servers command in Server Manager. Offline servers and newly-added servers from which data collection is still incomplete are not shown.

- Click **Server Selection,** click **Next**
- In Server Roles, install the "**Application Development**" and "**IIS6 Management Compatibility**" roles as shown below:


Add Roles and Features Wizard

Select server roles

DESTINATION SERVER
WIN2016-DC.cloud.org

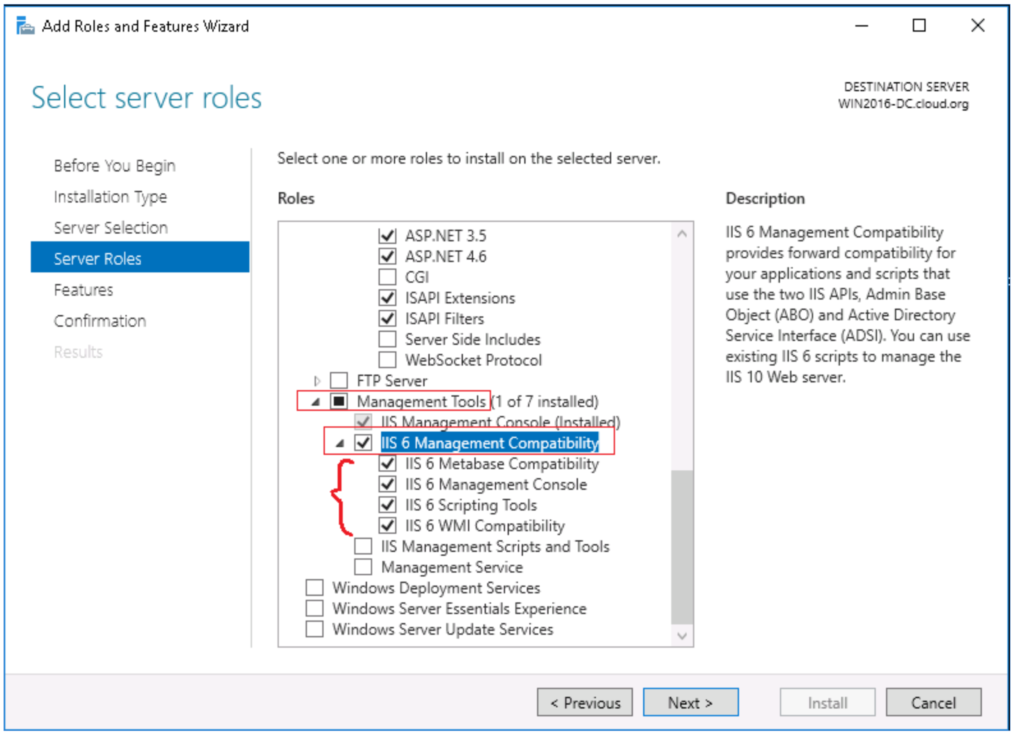
Select one or more roles to install on the selected server.

Roles

- ■ Web Server (IIS) (13 of 43 installed)
  - ■ Web Server (12 of 34 installed)
    - ■ Common HTTP Features (5 of 6 installed)
    - ■ Health and Diagnostics (3 of 6 installed)
    - ■ Performance (1 of 2 installed)
    - ■ Security (3 of 9 installed)
    - ☑ Application Development
      - ☑ .NET Extensibility 3.5
      - ☑ .NET Extensibility 4.6
      - ☐ Application Initialization
      - ☐ ASP
      - ☑ ASP.NET 3.5
      - ☑ ASP.NET 4.6
      - ☐ CGI
      - ☑ ISAPI Extensions
      - ☑ ISAPI Filters
      - ☐ Server Side Includes
      - ☐ WebSocket Protocol
  - ☐ FTP Server
  - ■ Management Tools (1 of 7 installed)

Description

Application Development provides infrastructure for developing and hosting Web applications. Use these features to create Web content or extend the functionality of IIS. These technologies typically provide a way to perform dynamic operations that result in the creation of HTML output, which IIS then sends to fulfill client requests.


Add Roles and Features Wizard

Select server roles

DESTINATION SERVER
WIN2016-DC.cloud.org

Select one or more roles to install on the selected server.

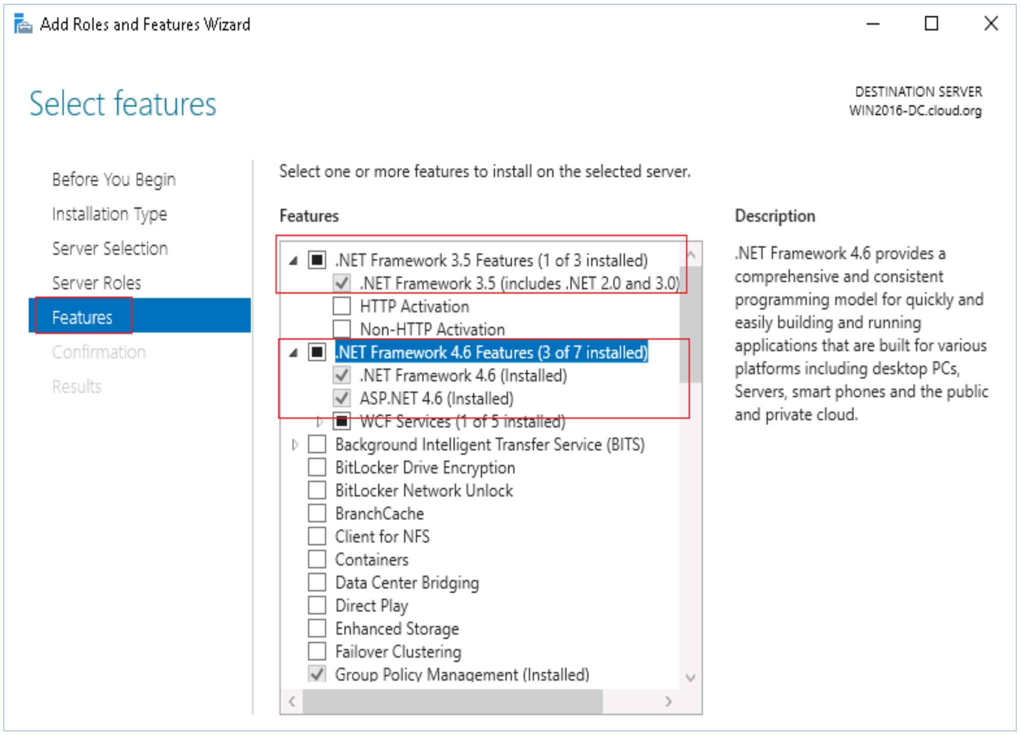
Roles

- ☑ ASP.NET 3.5
- ☑ ASP.NET 4.6
- ☐ CGI
- ☑ ISAPI Extensions
- ☑ ISAPI Filters
- ☐ Server Side Includes
- ☐ WebSocket Protocol
- ☐ FTP Server
- ■ Management Tools (1 of 7 installed)
  - ☑ IIS Management Console (Installed)
  - ☑ IIS 6 Management Compatibility
    - ☑ IIS 6 Metabase Compatibility
    - ☑ IIS 6 Management Console
    - ☑ IIS 6 Scripting Tools
    - ☑ IIS 6 WMI Compatibility
  - ☐ IIS Management Scripts and Tools
  - ☐ Management Service
- ☐ Windows Deployment Services
- ☐ Windows Server Essentials Experience
- ☐ Windows Server Update Services

Description

IIS 6 Management Compatibility provides forward compatibility for your applications and scripts that use the two IIS APIs, Admin Base Object (ABO) and Active Directory Service Interface (ADSI). You can use existing IIS 6 scripts to manage the IIS 10 Web server.

- Click **Next**
- In **Features**, make sure **.NET Framework 3.5 & 4.6** features are installed, if they were not installed configure them as shown below to install.


Add Roles and Features Wizard

Select features

DESTINATION SERVER
WIN2016-DC.cloud.org

Select one or more features to install on the selected server.

Features

- ■ .NET Framework 3.5 Features (1 of 3 installed)
  - ☑ .NET Framework 3.5 (includes .NET 2.0 and 3.0)
  - ☐ HTTP Activation
  - ☐ Non-HTTP Activation
- ■ .NET Framework 4.6 Features (3 of 7 installed)
  - ☑ .NET Framework 4.6 (Installed)
  - ☑ ASP.NET 4.6 (Installed)
  - ■ WCF Services (1 of 5 installed)
- ☐ Background Intelligent Transfer Service (BITS)
- ☐ BitLocker Drive Encryption
- ☐ BitLocker Network Unlock
- ☐ BranchCache
- ☐ Client for NFS
- ☐ Containers
- ☐ Data Center Bridging
- ☐ Direct Play
- ☐ Enhanced Storage
- ☐ Failover Clustering
- ☑ Group Policy Management (Installed)

Description

.NET Framework 4.6 provides a comprehensive and consistent programming model for quickly and easily building and running applications that are built for various platforms including desktop PCs, Servers, smart phones and the public and private cloud.

- Click **Install** button
- After installation completed, click **Close** button
- Restart the server to apply the changes
- Now try to install the application.

Contact Notes:

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

For sales or other business inquiries, we can be reached at 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

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