

#### ELPDESK ADMINISTRATION in this ion are subject to change without document

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## Helpdesk Administration and Usage

Web-Application Activation End-users Management Enrollment

## 1. Overview

The purpose of this web application is to provide an easy-to-use interface for the most common "tier 1" support task, typically performed by a Help-Desk function in a company IT organization.

This Web application is designed for internal (corporate) use and includes several self-management features like:

- > Activate users for OpenOTP use
- > View and manage account information such as email, mobile phone numbers, etc...
- > Reset LDAP password
- > Send password reset or token registration links
- > Enroll, re-synchronize and test a Software / Hardware Token or Yubikey
- > Manage user certificates
- > Manage SSH keys (SpanKey)

Administration Help Desk web application must be installed on your WebADM server(s) and can be accessed through WAProxy or another reverse proxy configured with WebADM.

Please see the Administration Helpdesk Installation and Configuration for further details.

The **HelpDesk** application is accessible via the following address:

https://YOUR\_WEBADM/webapps/helpdesk/login\_uid.php

and through the WAProxy it is:

https://YOUR\_WAPROXY/helpdesk/login\_uid.php

## 2. Dashboard

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com.</i>
<ul> <li>admin</li> <li></li> <li>Domain Default</li> </ul>	
	NK

Select the user you want to manage the User Profile, Security Tokens / Keys, SelfReg Link and get an overview over the Last User Activity.

ome / Dashboard		You are logged on as admin	🖁   🕞 Logou
	<b>QUSER SEARCH</b> Select the user you want to manage. Login Name: CentOS8_57eypo4p DN: cn=CentOS8_57eypo4p,o=R Full Name: CentOS8_57eypo4p Domains: Default Select CentOS8_57eypo4p	Hello admin. Welcome to the Helpdesk Portal at com.	

HELPDESK DASHE	IOARD OTP	FIDO	SSH	S\$0	PKI
Home / Dashboard	Default\CentOS8_i	57eypo4p	You are	logged on as <b>admin</b>   🚦	😭   🔅 Logout
User Search .Select					
SER PROFILE			08	Primary OTP Method	
DN: cn=CentOS8_57eypo4p,o=	Root UID: CentOS8_57eypo4p 🔛			Fallback OTP Method	
Full Name:	CentOS8_57eypo4p				
WebADM Domains:	Default			Duch Eachlad	
LDAP Groups:	cn=group_linux_rpm,o=root			YES	
Blocking Status:	✓Account active				
Last login:	2021-05-27 15:41:51				
Mobile Number:		1			
Email Address:	loic@rcdevs.com	1	Tokens	Login count	Reject count
Language:	EN	1			
Password:		14			
Deactivate					

USER SECURITY TOKENS / KEYS

тотр	
Software	
85585	
✓ 8 2	

#### LAST USER ACTIVITY

Date	45	Client	712-	Source	74	Host	14	Session
2021-05-27 15:41:51		SelfDesk		10.2.3.2		192.168.4.200		Z7XSVW4D
021-05-27 15:41:51		SelfDesk		10.2.3.2		192.168.4.200		Z7XSVW4D
021-05-27 15:41:42		SelfDesk		10.2.3.2		192.168.4.200		Z7XSVW4D
021-05-27 15:41:42		SelfDesk		10.2.3.2		192.168.4.200		Z7XSVW4D

## 3. User Activation

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com.</i>
admin	
Domain Default	
	NE

#### Select the user you want to Activate.

ome / Dashboard		You are logged on as admin	🚟   😁 Logo
	<b>QUSER SEARCH</b> Select the user you want to manage. Login Name: test-user DN: cn=test-user,o=Root Full Name: test-user Domains: Default Select test-user	Hello admin. Welcome to the Helpdesk Portal at com.	

Please Activate the selected user if not already done previously.

E HELPDESK	
Home / Dashboard	You are logged on as admin   🔤   🗭 Logout
User Search Select	
LUSER PROFILE	
DN: cn=test-user,ou=Internal,o=Root	
Activate	

Under **Blocking Status**, the users account is now active.

HELPDESK	B DASHBOARD	OTP	FIDO	App Keys	SSH	SSO	P
Home / Dashboard		Defauit\test-	user		You are logged on	as admin   🚟   G	Logout
User Search	Select						
USER PROFILI	E				<	Primary OTP Method TOKEN	
DN: cn=test-use	r,o=Root UID: test-u	ser				Fallback OTP Method	
Full Name:	test-user					[NOT SET]	
WebADM Domains:	Default						
LDAP Groups:						Push Enabled NO	
Blocking Status:	✓Account	active					
Last login:	[Not Set]						0
Mobile Number:				1			C
Email Address:	loic@rcdev	s.com		1	Tokens	count	cour
Language:	[Not Set]			1			
Password:				14			
Deactivate							
		10					

## 4. Token Enrollment

## 4.1 Software Token Registration

## 4.1.1 Registration from Helpdesk page

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com</i> .
<ul><li>admin</li><li></li></ul>	
Domain Default	

Select the user you want to register a **Software Token**.

HELPDESK			
Home / Dashboard		You are logged on as <b>admin</b>	🚟   🕞 Logout
	QUSER SEARCH Select the user you want to manage. Login Name: CentOS8_57eypo4p DN: cn=CentOS8_57eypo4p,o=R Full Name: CentOS8_57eypo4p Domains: Default Select CentOS8_57eypo4p	Hello admin. Welcome to the Helpdesk Portal at com.	

Go to the **OTP** tab. Choose your **Fallback OTP Methode**, **Enable Push Login** and **Emergency OTP**. At the bottom of the page, click Add a Token.

HELPDESK	4 DASHBOARD	OTP	FIDO	SSH	PKI
Home / Openotp	De	ault\CentOS8_57eypo4p		You are logged on as admin	🔠   Թ Logout
MANAGE OTP     Manage users hardware ar     Configure OTP authenticat	AUTHENTICATION S nd software Tokens: register, tion settings: primary OTP me	GETTINGS deactivate, remove, test or resy thod, fallback OTP method, cha	nchronize user devices. Illenge session timeout or er	able push login notification.	<b>←</b> Back
Primary OTP Method:	Token	• ×			
Fallback OTP Method:	Mail	• ×			
OTP Challenge Timeout:	1 minute 30 seconds	• ×			
Enable Push Login:	● Yes 〇 No	×			
Emergency OTP:		1			
Test user authentication	n Token	٠			
Submit SelfReg link	Mail ¢ Primar	/Token ≎			
USER SECURITY	TOKENS / KEYS				

## On the next page, click under **Software Token** Add Token.

HELPDESK	DASHBOARD	OTP	FIDO	SSH	PKI
Home / Openotp / Register		Default\CentOS8_57ey	po4p	You are logged on as ad	min   🚟   🕞 Logout
REGISTER A NEW TC You must first register your Softwa The registration consists in synchro	OKEN re or Hardware Token t onizing a Secret Key ar	o start using it. nd an initial Token state.			<b>←</b> Back
🖌 Hardware Token	۹ Soft	ware Token	د Yubikey	9. A	nother Token
Token Inventoried	QRCode-	based Authenticator	Inventoried & Yub	iCloud	Manual Registration
Add Token	A	dd Token	Add Toker		Add Token

Then scan the QRCODE to register your **Software Token**.

	ASHBOARD 🕈	OTP	FIDO	App Keys	SSH	550	
+ REGIST	ER A NEW TOKE	N				+	Back
You must first re The registration	egister your Software or consists in synchronizi	Hardware Toker ng a Secret Key	n to start using it. and an initial Toke	en state.			
৭ Softwa	re Token	<b>+</b> IN	STRUCTION	IS TO REGIS	TER A QRC	ODE-BASE	D
		SOFT	WARE TOKI	EN			
QRCode-bas	ed Authenticator	1. Install 2. Start	the Software Tok	en on your mobile en and Scan the (	e device. ORCode displave	d below.	
	800-00 - 20-0 - 20-0	3. You no use Ri It's pos time, se enter P	eed to enter the C CDevs Push Toker sible to download at a PIN code, and N code in OpenC	TP displayed on y n, the registration QRCode to regis d click download. TP Token mobile	your Token in ord will auto-comple ter a distant devi To finish registra application. QR	der to register. If ete after scannin ice. Configure ex ation, scan QRCo Code will be una	you g. piration ode and vailable
C	ancel	after ex	piration time.				
				нотр	тотр		
				(Enlar Disab Receiving Mot	rge) le push bile response		
		Enter	OTP			Regis	ster
		*	DOWNLOAD	QRCODE			
			iration Time	20 minut	es		
		Exp	ination fille	50 mmut			9
		EXP	Code	Enter PIN	Code	Gen	0
		PIN PIN	Code will be automatic	Enter PIN ally sent by mail a	Code ind SMS	Gen	9
		Exp PIN PIN	Code will be automatic	Enter PIN ally sent by mail a	Code ind SMS © Download	Gen	0
		PIN PIN	Code will be automatic	Enter PIN ally sent by mail a	Code and SMS © Download ) Send e-mail	Gen	0

Finally, you will see the **Software Token** that you have just registered in the user's **OTP** tab.

	2 DASHBOARD	OTP	FIDO	App Keys	SSH	550	
Home / Openot	(p	Demos\Loic		You are	logged on as Loic		🗭 Logout
MANAGE Manage users ha Configure OTP at	E OTP AUTHEN rdware and software 1 uthentication settings:	TICATION S	ETTINGS deactivate, remove thod, fallback OTI	e, test or resync	nronize user device nge session timeou	es. ut or enable	← Back
notification.							
Primary OTP Met	Token	-	×				
Fallback OTP Me	thod: Mail	-	<b>×</b>				
OTP Challenge Timeout:	1 minute 3	30 seconds 🗸	<b>×</b>				
Enable Push	🗿 Yes 🔿 No	×					
Tost (loss out)	Tokon						
Test user auth	Token	- -					
Submit SelfRe	g link Mail 🗢	Primary 1 🗢					
Submit Senite							
USER SEC	URITY TOKENS	/ KEYS					
USER SECT	URITY TOKENS	6 / KEYS					
USER SECT TOT	URITY TOKENS	S / KEYS					
USER SECT TOT	URITY TOKENS	S / KEYS					
USER SEC TO iPhor	URITY TOKENS TP C he11,8	S / KEYS					

## 4.1.2 Submit a SelfReg link to the end user

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com</i> .
<ul> <li>admin</li> <li></li> <li>Domain Default</li> </ul>	
Login	

Select the user you want to submit a **SelfReg Link** via Mail / SMS.

ome / Dashboard		You are logged on as admin	🔠   🛞 Log
	<b>Q USER SEARCH</b> Select the user you want to manage. Login Name: test-user DN: cn=test-user,o=Root Full Name: test-user Domains: Default Select test-user	Hello admin. Welcome to the Helpdesk Portal at com.	

The user must have set an email or mobile number. Go to the **Primary OTP Method** tab.

HELPDESK	A DASHBOARD	OTP	FIDO	App Keys	SSH	SSO	P
Home / Dashboard		Default\test-	user		You are logged or	n as admin   🔡	🕀 Logout
User Search	Select						
USER PROFILE					o:	Primary OTP Method TOKEN	1
DN: cn=test-user,	o=Root UID: test-u	ser				Failback OTP Metho	d
Full Name:	test-user					[NOT SET]	
WebADM Domains:	Default					Push Enabled	
LDAP Groups:						NO	
Blocking Status:	✓Account	active					
Last login:	[Not Set]					0	0
Mobile Number:				1			C
Email Address:	loic@rcdev	/s.com		1	Tokens	count	cour
Language:	[Not Set]			1			
Password:				14			
Deactivate							
USER SECURITY	TOKENS / KEY	'S					

Choose your **Fallback OTP Methode**, **Enable Push Login** and **Emergency OTP**. At the bottom of the page, click **Submit SelfReg Link** via Mail / SMS.

	2 DASHBOARD	OTP	FIDO	App Keys	Helpdesk success	
Home / Openotp		Default\test-u	ser	You a	Self Registration link	sent
+ MANAGE OTF	AUTHENTICA	TION SETTIN	GS			← Back
Manage users hardware Configure OTP authentic	and software Tokens: ation settings: primar	register, deactivate y OTP method, fallb	, remove, test or r ack OTP method,	esynchronize user devices challenge session timeout	or enable push login notification.	
Primary OTP Method:	Token		• ×			
allback OTP Method:			• ×			
OTP Challenge Timeout	1 minute 30	seconds	• ×			
nable Push Login:	O Yes 🔾 No	×				
Emergency OTP:	[Not Set]		1			
Test user authenticat	lon Token	4	•			
Submit SelfReg link	Mail \$	Primary Token				

The SelfReg email has been sent. The user must click on the SelfReg link and enroll the token.

N	noreply@rcdevs.com OpenOTP/SpanKey Self-Registration To: loic@rcdevs.com
Hello t	est-user,
This se Please	elf-registration request will expire 2021-06-01 16:58:34. e click on the link below to start self-registration.
https://	/192.168.4.200/webapps/selfreg/?id=2d2936c010750000c6c7561c4014e95c.

		User Self-Registration
You m The re	nust first regis egistration co	ster your Software or Hardware Token to start using it. nsists in synchronizing a Secret Key and an initial Token state.
Instru	ctions to regi	ster a QRCode-based Software Token:
1.	Install the So	ftware Token on your mobile device.
2.	Start your so	ftware Token and Scan the QRCode displayed below.
З.	CIICK LIE RE	Jister button below alter scamling.
		I use a Hardware Token (Inventoried) I use a Yubikev Token (Inventoried / YubiCloud)
		<ul> <li>I use a QRCode-based Authenticator (Time-based)</li> </ul>
		I use a QRCode-based Authenticator (Event-based) Use another Token (Manual Registration)
	Pagietar Ac.	
	педіаты да.	
	QRCode:	
	(Enlarge)	
1	Enter OTP:	
		Register Cancel
₩		Provided by RCDevs Security SA
		User Self-Registration
		Your Primary Token has been registered
		Ok
	NIZ	
		Provided by RCDevs Security SA

Finally, you will see that the user has enrolled the token.

DN: cn=test-user,	o=Root UID: test-user			allback OTP Metho
Full Name:	test-user		<b>•</b> (	NOT SET]
WebADM Domains:	Default			web Perchard
LDAP Groups:				io
Blocking Status:	✓Account active			
Last login:	[Not Set]			0
Mobile Number:		1	Tokone	Login
Email Address:	loic@rcdevs.com	/	TOKETIS	count
Language:	[Not Set]	1		
Password:		14		
Deactivate				
USER SECURITY	TOKENS / KEYS			
ТОТР				
Software				
85965				
85965				

### 4.1.3 Submit QRCode/PIN by Mail/SMS to the end user

It's possible to download the **QRCode** to register a distant device.

## ▲ IMPORTANT NOTE

This is only available with enabled **Push** feature. Please see the Configure Push Login with OpenOTF for further details.

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com.</i>
<ul><li>admin</li><li>■</li></ul>	
Domain Default	

Select the user you want to register a **Software Token** with the **Push** feature.



Go to the OTP tab. At the bottom of the page, click Add a Token.

HELPDESK	🙆 DASHBOARD	OTP	FIDO	SSH	PKI
Home / Openotp	De	ault\CentOS8_57eypo4p		You are logged on as admin	🔠   🔅 Logout
+ MANAGE OTP A Manage users hardware ar Configure OTP authenticat	AUTHENTICATION S nd software Tokens: register, ion settings: primary OTP me	GETTINGS deactivate, remove, test or res thod, fallback OTP method, ch	ynchronize user devices. allenge session timeout or en	able push login notification.	<b>€</b> Back
Primary OTP Method:	Token	• ×			
Fallback OTP Method:	Mail	• ×			
OTP Challenge Timeout:	1 minute 30 seconds	• ×			
Enable Push Login:	• Yes O No	×			
Emergency OTP:		1			
Test user authentication	Token	٠			
Submit SelfReg link	Mail ¢ Primar	/ Token €			
USER SECURITY	TOKENS / KEYS				

## On the next page, click under **Software Token** Add Token.

BHELPDESK	🚳 DASHBOARD	OTP	FIDO	SSH	PKI
Home / Openotp / Register		Default\CentOS8_57ey	/po4p	You are logged on as a	dmin   🔠   🕞 Logout
+ REGISTER A NEW You must first register your So The registration consists in sy	/ TOKEN oftware or Hardware Toker inchronizing a Secret Key	n to start using it. and an initial Token state.			<b>€</b> Back
& Hardware Token	a, Sof	tware Token	ୡ Yubikey	a	Another Token
Token Inventoried	QRCode	e-based Authenticator	Inventoried & Yu	biCloud	Manual Registration
Add Token	1.1	Add Token	Add Toke	n	Add Token



Set the Expiration Time and must generate a PIN Code. Finally, click Download / Send E-mail.

			0
Expiration Time	1 week	*	
PIN Code	728164	Gen	0
PIN will be automatically s	sent by mail		
	O Download		
	⊙ Send e-mail		

## 4.2 Hardware Token Registration

## 4.2.1 Token Registration based on Serial Number (inventoried devices)

Log in to the HelpDesk application.

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com</i> .
<ul><li>admin</li><li>▲</li></ul>	
Domain Default Login	

Select the user you want to register a Hardware Token.

ome / Dashboard		You are logged on as admin   🚟	🕒 Logo
	QUSER SEARCH Select the user you want to manage. Login Name: CentOS8_57eypo4p DN: cn=CentOS8_57eypo4p,o=R Full Name: CentOS8_57eypo4p Domains: Default	Hello admin. Welcome to the Helpdesk Portal at com.	
	Select CentOS8 57eypo4p		

Go to the OTP tab. At the bottom of the page, click Add a Token.

HELPDESK	& DASHBOARD	OTP	FIDO	SSH	PKI
Home / Openotp	De	fault\CentOS8_57eypo4p		You are logged on as admin	🚟   🔅 Logout
MANAGE OTP Manage users hardware at Configure OTP authentica	AUTHENTICATION nd software Tokens: register, tion settings: primary OTP m	SETTINGS deactivate, remove, test or resyn ethod, failback OTP method, chai	ichronize user devices. lenge session timeout or ena	ible push login notification.	<b>♦</b> Back
Primary OTP Method:	Token	• ×			
Fallback OTP Method:	Mail	- ×			
OTP Challenge Timeout:	1 minute 30 seconds	• ×			
Enable Push Login:	• Yes 🔿 No	×			
Emergency OTP:		1			
Test user authenticatio	n Token	•			
Submit SelfReg link	Mail ¢ Prima	y Token ≎			
USER SECURITY	TOKENS / KEYS				

On the next page, click under **Hardware Token** Add Token.



Then enter the serial of your inventoried **Token** and click on **Register**.

+ REGISTER A NEW TOKEN You must first register your Software or Hard The registration consists in synchronizing a	dware Token to start using it. Secret Key and an initial Token state.
♣ Hardware Token	<ul> <li>INSTRUCTIONS TO REGISTER YOUR HARDWARE TOKEN</li> <li>1. Enter the serial number displayed on the back side of your Token.</li> <li>2. Click the 'Register' button below.</li> </ul>
RCOres S28343 ou the indexed	2308529300353 Register
Cancel	

Finally, you will see the **Hardware Token** that you have just registered in the user's **OTP** tab.

<b>HELPDESK</b>	B DASHBOARD	OTP	FIDO
Fallback OTP Method:	Token		Ľ X
Tunbuck off Method.			× ×
OTP Challenge Timeout	t: 1 minute 30 se	conds	- ×
Enable Push Login:	💿 Yes 🔿 No		×
Test user authenticat	tion Token		٠
Submit SelfReg link	Mail	Primary Token	÷
W USER SECURIT	TOKENS/KETS		
тот	Р		
RCDevs RC200-T	6 2308529300353		
	87478		
Type: OATH Time-based (	160 bits) 🔻		
🗸 🗎	S		

## 4.2.2 YubiKey Registration

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com.</i>
admin	
Domain Default	
	NE

### Select the user you want to register a YubiKey.

Home / Dashboard		You are logged on as admin   불	🔚   🕞 Logout
	<b>QUSER SEARCH</b> Select the user you want to manage. Login Name: CentOS8_57eypo4p DN: cn=CentOS8_57eypo4p,o=R Full Name: CentOS8_57eypo4p Domains: Default Select CentOS8_57eypo4p	Hello admin. Welcome to the Helpdesk Portal at com.	

Go to the OTP tab. At the bottom of the page, click Add a Token.

HELPDESK	8 DASHBOARD	OTP	FIDO	SSH	PKI
Home / Openotp	Defa	ult\CentOS8_57eypo4p		You are logged on as admin	🔠   😁 Logout
+ MANAGE OTP	AUTHENTICATION S	ETTINGS			<b>♦</b> Back
Manage users hardware ar Configure OTP authenticat	nd software Tokens: register, d lion settings: primary OTP met	eactivate, remove, test or resyn hod, fallback OTP method, chall	chronize user devices. lenge session timeout or er	hable push login notification.	
Primary OTP Method:	Token	• ×			
Fallback OTP Method:	Mail	• ×			
OTP Challenge Timeout:	1 minute 30 seconds	• ×			
Enable Push Login:	• Yes O No	×			
Emergency OTP:		1			
Test user authentication	n Token	•			
Submit SelfReg link	Mail ¢ Primary	Token 🕈			
USER SECURITY	TOKENS / KEYS				

On the next page, click under YubiKey Add Token.

	ASHBOARD OTP	FIDO	SSH	PKI
Home / Openotp / Register	Default\CentO	IS8_57eypo4p	You are logged on as admin	)   🎇   🕒 Logout
+ REGISTER A NEW TOP You must first register your Software The registration consists in synchron	KEN or Hardware Token to start using it. izing a Secret Key and an initial Toke	en state.		← Back
ও Hardware Token	۹ Software Toker	n & Yubikey	م And	other Token
Token Inventoried	QRCode-based Authentic	ator inventoried &	YubiCloud Ma	nual Registration
			×	821603
Add Token	Add Token	Add To	oken	Add Token

Plug the YubiKey in a USB port on your computer. Then press the button of the inventoried **YubiKey** to finish the registration.



Finally, you will see the **YubiKey** that you have just registered in the user's **OTP** tab.

RCDevs	B DASHBOARD	OTP	FIDO	App Keys	SSH	SSO	PKI
Home / Openotp		Demos\Loic		You are lo	ogged on as Lo	bic	🕒 Logout
+ MANAGE	OTP AUTHENT	ICATION S	SETTINGS				← Back
Manage users hard Configure OTP aut notification.	lware and software To hentication settings: p	kens: register, primary OTP m	deactivate, rer ethod, fallback	nove, test or resynchi OTP method, challen	onize user dev ge session tim	vices. leout or enab	ble push login
Primary OTP Meth	od: Token		• ×				
Fallback OTP Meth	Mail		• ×				
OTP Challenge Timeout:	1 minute 30	seconds	• ×				
Login: Test user authe Submit SelfReg	ntication Token	¢ Primary 1 ¢					
🛷 USER SECU	RITY TOKENS	/ KEYS					
YUBI	KEY						
Yubikey YubiC	loud 2573110						
•	88438						
Type: YubiKey (YubiC	Cloud)						
🗸 🗎	C						

### 4.2.3 FIDO Registration

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com</i> .
<ul><li>admin</li><li></li></ul>	
Domain Default	
	NK

#### Select the user you want to manage the **FIDO** devices settings.

_		
CUSER SEARCH Select the user you want to manage. Login Name: testuser1 Def: Color Test User (LO, USBENOIT, OU=WebADMs, DC:isu Full Name: Test User Us Demains: Default Select testuser1	Holio Admin BERCDEVS. Welcome to the Helpdesk, Portal at webadmB-support.rcdevs.com	

#### Go to the **FIDO** tab.



Plug the **FIDO** device in a USB port on your computer. Choose a **Friendly Name** and **Device Type: FIDO2**. [Click Here or Press Enter] to finish the registration.





The FIDO Device has been successfully registered.

FIDO	App Keys	SSH	Helpdesk success	1s 🗙
		You are logged or	Registered FIDO Device #1 (FIDO2)	
			ОК	

At the bottom of the page under User Security Tokens / Keys you will see the enrolled **FIDO** key.

<b>SHELPDESK</b>	A DASHBOARD	OTP	FIDO:	App Keys	SSH	SSO	PKI
Home / U2F		D	efaultitestuser1			You are logged on as Admin BERCDEVS   🧱	Se Logout
D MANAGE FIDO	DEVICES SETTINGS						<b>€</b> Back
You must first register ye If any of the checks belo	our FIDO Device or Token to start usi w fails then the registration cannot b	ng it. e done:					
'n	our Web browser supports FIDO: URL is enabled for FIDO:	Yes O Yes					
Instructions to re	egister your FIDO Device:						
Plug the FIDO Device i	in a USB port on the computer.						
<ul> <li>Click the blinking mess</li> </ul>	sage below (or press Enter) to initiate	the registration.					
<ul> <li>When the device starts</li> </ul>	s blinking, press the button to procee	d the registration.					
	Friendly Name:		0				
	Device Type:	U2F O FID02					
	se 1	ido					
# USER SECURIT	Y TOKENS / KEYS						
	002						
P1	002						
1ido ;	2 token						
• • • • • • • • • • • • • • • • • • •	nao 👷						
	-						

# 5. Build OTP List

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com.</i>
A admin	
Domain Default	
Login	3K

Home / Dashboard		You are logged on as admin	🚟   Թ Logou
	QUSER SEARCH Select the user you want to manage. Login Name: CentOS8_57eypo4p DN: cn=CentOS8_57eypo4p,o=R Full Name: CentOS8_57eypo4p Domains: Default	Hello admin. Welcome to the Helpdesk Portal at com.	
	Select CentOS8 57eypo4p		

### Go to the OTP tab. At the bottom of the page, click Build OTP List.

HELPDESK	4 DASHBOARD	OTP	FIDO	SSH	PKI
Home / Openotp	De	fault\CentOS8_57eypo4p		You are logged on as admin	🔠   😁 Logout
MANAGE OTP     Manage users hardware an     Configure OTP authenticat	AUTHENTICATION	SETTINGS deactivate, remove, test or resy	Inchronize user devices.	able such logis soffication	+ Back
Primary OTP Method:	Token		anenge session ameour or ene	ine push regin notification.	
Fallback OTP Method:	Mail	• ×			
OTP Challenge Timeout:	1 minute 30 seconds	• ×			
Enable Push Login:	• Yes 🔿 No	×			
Emergency OTP: Test user authentication	Token	•			
Submit SelfReg link	Mail ¢ Primai	ry Token ≑			
WUSER SECURITY	TOKENS / KEYS				

SMS O	TP	ОК		OTP	OK	🖹 OTP LI	ST	NOT OK
SMS OTP:		1	Mail OTP:	loic@rcdevs.com	1	List Size:	50 OTPs	
Delivery Mode:	<ul> <li>On demand</li> <li>Prefetch</li> <li>Mobile ID</li> </ul>	×	Delivery Mode:	<ul> <li>On demand</li> <li>Prefetch</li> </ul>	×	Algorithm:	SHA1	
Message Type:	<ul> <li>Normal O Flash</li> </ul>	×	Secure Mail:	🔾 Yes 🧿 No	×		Build	OTP List

The OTP List has been generated. Click on View or Download to get the list.

	TP	ОК		MAIL OTP	<b>)</b>	OK	E OTP L	.IST	
WS OTP: elivery ode:	<ul> <li>On demand</li> <li>Prefetch</li> <li>Mobile ID</li> </ul>	×	Mail O Delive Mode:	TP: loid ry O	c@rcdevs.com On demand Prefetch	×	Oviev Downi List Size:	oad	X Unregister
essage /pe:	● Normal ○ Flast	h 🗙	Secure	e Mail:	Yes V No	*	List Type:	SHA1	(160 bits)
HELP	DESK &	DASHBOAR	D OTP		FIDO	App Keys	SSH	SS	60
• Man	nage OTP List Password List (50 (	t OTPs)							← Baci
				15					
ID	OTP	ID	ОТР	ID	ОТР	ID	ОТР	ID	ОТР
ID 1	OTP 236821	1 <b>D</b> 2	<b>OTP</b> 414967	1 <b>D</b> 3	OTP 955860	1D 4	<b>OTP</b> 586808	<b>ID</b> 5	<b>OTP</b> 544196
ID 1 6	OTP 236821 782852	ID 2 7	OTP 414967 400464	1D 3 8	OTP 955860 888487	1D 4 9	OTP 586808 015929	ID 5 10	<b>OTP</b> 544196 112665
ID 1 6 11	OTP 236821 782852 936877	ID 2 7 12	OTP 414967 400464 580456	ID 3 8 13	OTP 955860 888487 715994	ID 4 9 14	OTP 586808 015929 365707	ID 5 10 15	OTP 544196 112665 717964
ID 1 6 11 16	OTP 236821 782852 936877 022043	ID 2 7 12 17	OTP 414967 400464 580456 759688	ID 3 8 13 18	OTP 955860 888487 715994 485442	ID 4 9 14 19	OTP 586808 015929 365707 254163	ID 5 10 15 20	OTP 544196 112665 717964 249730
ID 1 6 11 16 21	OTP 236821 782852 936877 022043 011363	ID 2 7 12 17 22	OTP 414967 400464 580456 759688 362485	ID 3 8 13 18 23	OTP 955860 888487 715994 485442 108452	ID 4 9 14 19 24	OTP 586808 015929 365707 254163 377531	ID 5 10 15 20 25	OTP 544196 112665 717964 249730 005256
ID 1 6 11 16 21 26	OTP 236821 782852 936877 022043 011363 797377	ID 2 7 12 17 22 27	OTP 414967 400464 580456 759688 362485 183087	ID 3 8 13 18 23 28	OTP 955860 888487 715994 485442 108452 771661	ID 4 9 14 19 24 29	OTP 586808 015929 365707 254163 377531 746733	ID 5 10 15 20 25 30	OTP 544196 112665 717964 249730 005256 993481
ID 1 6 11 16 21 26 31	OTP 236821 782852 936877 022043 011363 797377 496374	ID 2 7 12 17 22 27 32	OTP 414967 400464 580456 759688 362485 183087 811962	ID 3 8 13 18 23 28 33	OTP 955860 888487 715994 485442 108452 108452 771661	ID 4 9 14 19 24 29 34	OTP 586808 015929 365707 254163 377531 3746733 582729	ID 5 10 15 20 25 30 35	OTP 544196 112665 717964 249730 005256 993481 495234
ID 1 6 11 16 21 26 31 36	OTP 236821 782852 936877 022043 011363 011363 797377 496374 695904	ID 2 7 12 17 22 27 32 37	OTP 414967 400464 580456 759688 362485 183087 811962 811962	ID 3 8 13 13 23 28 33 38	OTP 955860 888487 715994 485442 108452 108452 535279 657667	ID 4 9 14 19 24 29 34 39	OTP 586808 015929 365707 254163 377531 746733 582729 003841	ID 5 10 15 20 25 30 35 40	OTP 544196 112665 717964 249730 005256 993481 495234 413175
ID 1 6 11 16 21 26 31 36 41	OTP 236821 782852 936877 022043 011363 797377 496374 695904 527056	ID       2       7       12       17       22       32       37       42	OTP 414967 400464 580456 759688 362485 183087 811962 811962 790428 124394	ID 3 8 13 13 18 23 28 33 28 33 38 38	OTP 955860 888487 715994 485442 108452 108452 535279 657667 552280	ID 4 9 14 19 24 29 34 39 39	OTP 586808 015929 365707 254163 377531 746733 582729 003841 301142	ID 5 10 15 20 25 30 35 40 45	OTP 544196 112665 717964 249730 005256 993481 495234 413175 773421

# 6. App Keys Registration



Select the user you want to manage the **Application Passwords**.

HELPUESK			
Home / Dashboard		You are logged on as admin	🔤   🕞 Logout
	<b>Q USER SEARCH</b> Select the user you want to manage. Login Name: CentOS8_57eypo4p DN: cn=CentOS8_57eypo4p,o=R Full Name: CentOS8_57eypo4p Domains: Default Select CentOS8_57eypo4p	Hello admin. Welcome to the Helpdesk Portal at com.	

Go to the App Keys tab.

HELPDESK	A DASHBOARD	OTP	FIDO	App Keys	SSH	SSO	PKI
Home / Appkeys	Defa	ult\CentOS8_57	eypo4p	You a	are logged on as <b>a</b>	dmin   🚟   🤅	Logout
Application password They are useful for ap	PPLICATION PA s can be used as a repla oplication like mail client	SSWORDS Incement to your s not supporting	ОТР. 3 ОТР.				← Back
Application	Password	Valid Until					
OWA	[Not Set]						
Password Length:	10		•				

#### Create a new **Application Password**, click on **Build**.

HELPDESK	2 DASHBOARD	OTP	FIDO	App Keys	SSH		PKI
Home / Appkeys	Rebu	ild applicatio	on keys		×	n as <b>admin</b>	🕀 Logout
	Do you v	want to create app	lication keys				
🔦 MANAGE AF	PLICAT			Cancel	Confirm		+ Back
Application passwords They are useful for app	can be used as a repre lication like mail client	s not supporting (	DTP.				
Application	Password	Valid Until					
OWA	[Not Set]						
Password Length: Expires After:	10 1 day		•				
	Build Remove						

STILL DESK	B DASH	BOARD	OTP	FIDO	App Keys	SSH	SSO	PK
Home / Appkeys	2	Defau	it\CentOS8_57e	eypo4p	You a	re logged on as <b>a</b> d	dmin   🚟   I	🖶 Logout
Application passw They are useful fo	APPLICAT	ION PAS d as a replac mail clients	SSWORDS cement to your s not supporting	OTP. J OTP.				← Back
Application	Password	Valid	Until					
AWO	wKVNjLs5NG	2021-	-05-28 16:03:04	4				
Password Length:		10		•				

# 7. SSH Key Registration

## Log in to the HelpDesk application.

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com.</i>
A admin	
Domain Default	
	NE

Select the user you want to register an **SSH Key**.



#### Go to the **SSH** tab.

HELPDESK	20 DASHBOARD	OTP	FIDO	SSH	РКІ
Home / Spankey	D	efault\CentOS8_57eypo4p		You are logged on as admin	🚟   ൙ Lagout
Register your SSH Key to	H KEY SETTINGS				← Back
Generate SSH Key R	egister FIDO Key Register PI	V Key Import SSH Key			

#### At the bottom of the page, click on Generate SSH Key.

HELPDESK	& DASHBOARD	OTP	FIDO	SSH	PKI
Home / Spankey	De	fault\CentOS8_57eypo4p		You are logged on as admin	🚟   😁 Logout
MANAGE SSH     Register your SSH Key to     Generate SSH Key     R     Remove Key	H KEY SETTINGS D access SSH servers at <i>com</i> . Register FIDO Key Register PIV	Key Import SSH Key			<b>€</b> Back
Please confirm you want Once updated, the curre Export Format: Key Format: Key Length: Password: Password: Register	to rebuild your SSH key pair. Int public key cannot be recovered	L	OpenSSH (PEM) RSA 4096 Bits		• •

Set the Key Format, Length and Password to protect your **Private Key**. Finally, click on **Register** and save your **Private Key**.

You have cho	sen to open:
Default_Ce	ntOS8_57eypo4p.PEM
which is: Te from: data:	xt File (3.4 kB)
What should	Firefox do with this file?
Open with	Choose
🔾 Save File	
Do this aut	omatically for files like this from now on.
	Cancel

## Now the **Public Key** is registered for that user.

HELPDESK	A DASHBOARD	OTP	FIDO	SSH	PKI
Home / Spankey	D	efault\CentOS8_57eypo4p		You are logged on as <b>admin</b>	🚟   Թ Logout
& MANAGE SSI	H KEY SETTINGS				← Back
The key does not have a The key does not have a	in expiration date and will not auto maximum usage count!	o-expire!			
		SSH Public Key: (RSA 4096 Bits)			
		Сору			
ssh=rsa AAAB3N:sG1yc2EAAAADAK FXVHwPF43Hyg1CYb3ipDjy J3KeyW1DVFao3Lj6lTG J3LWHtPh7d2JqKg0i20e J3LXFET0H0+APij2GYwfc6 H2U5xh9KUY19Yzsr+gHMbg nvUtq24PGcxu1abwxXXMM J22k9ZVeKVI9rKLo0/BEE /9G1c1sL6HJTu+XMYYAd /GQ0hGmF8iYGrGrWB8MKmi /ekVMNr55jHB9LPmzoHj25 /2LejNJ7AlFrGv249t2d0	QABAAACAQCW3aESJNC8LhJfnI+T1VZ yMUP3qteJJSbnIEC3Q8Ja4qYIO2bXv e9hmm66EjU+KC005wYQueqpD9s86h1 51RNuD8K6Hmiq1KDnMxhQznlxwLQ+9 y10ymJcHScKENygDSjUhX2kVd9jgm4 L4iro5FFJFRY1MKyoStWwkknsvM57R bn0Ud2+t s4maHQ6+cpJrV6irREINpT6EL24AXS iaw0z6Dp60/81Tru1Q00Gt1jnFtm67 SmuLQD/s0hndWqaWydVQ6RfdcaqPd5 ZNInrHfgXBMwa7+d1qDP2e0Rw== 0e	iAb80zr91CvQVGRSt2AejfG 9M/AgVJFjqSUGu3mfZ6oQAAS 8a0E5kn6r/Xh9+X yvqONLopGltzLSGBp+2hxLmM bkQWC9BHXSdo8XUnDINIcXbS /qjWq1FIrdB00 RkUN 94kXx/h4Mox6xwC8DvJy8D aNsHkvX4jCY fault\CentOS8_57eyp94p			
	User Statistics				
Generate SSH Key	Login Count: 2 success & Last Login: Never tegister FIDO, Key Register Pi	V Key Corport SSH Key			

To import an SSH Key, click on Import SSH Key. Copy and paste your **Public Key** into the Field.

E HELPDI	SK & DASHBOARD	OTP	FIDO	SSH	PKI
Home / Sp	ankey	Default\CentOS8_57eypo4p		You are logged on as <b>admin</b>	🚟   🖙 Logout
Register you	AGE SSH KEY SETTINGS	om.			<b>€</b> Back
Generate SS Remove Key	i Key Register FIDO Key Reç	jister PIV Key Import SSH Key			
Public Key:	ssh-rsa AAAAB3NzaClyc2EAAAADAQABAAAB 0K5g29hUEtIUMz7dCp4NHmuYfE42 m36mEFn++mlUrIoFF8WAWl02uk0x x8V1ag3LougErTkTT3qhHHAN93sm czVpz7jhd00pJTkTPuyQAu5FdC7+ fmVP9708877NWd0rA4JQr5kqeUd jMa5bnCpqeRokZr07wrcgLinch2M rAjjbmgaXQY3PU6LzxZZ20pjLycb Hj+bTUN032NT8SaaR+IdYB0wn5N6 xQdUFJwC05HSiwEBxNRWLsXw82+U 9eqy4bItV7bADm27PM4LlazTCq9U	gQCVMMyIdEe1Ed+fdEAJ20b /00in4lMjb6RzWreE5UAJ0D sHTOPCZLdKuE5sSII2BPjir LLuGF47tlKk0PgMa2lveifz VK+o00rrMYNHVPV9ScU5PWQ +rusAANsj8V9H265311xn0B g18yLSldBfI0tKg0S9f0kJj zJY0303nadmWD3Pr7Urk10L uB16Jtg3kAUIctslsThx0Jd W97qSwwY03ecd34HCbmIM4y =			

### Finally, click on Import .

HELPDESK	DASHBOARD	OTP	FIDO	SSH	PKI
Home / Spankey		Default\CentOS8_57eypo4p		You are logged on as admin	🚟   🕞 Logout
🔦 MANAGE SSH	KEY SETTINGS				€ Back
The key does not have ar The key does not have a	n expiration date and will not au maximum usage count!	to-expire!			
		SSH Public Key: (RSA 3040 Bits)			
		Сору			
ish-rsà uAAB3NzaC1yc2EAAAADAQ fel2/00in4 WhjbGRzWreE5 jirx8Vlaq3LougErTkf13q jSFdc7+NK+o00rrHYNHVPV L3xn0BjMa5bnCpqeRokZrO ZZ20pjLycbz3YG3O3nadMW SisThx0JdxQdUF3wC05H5i 7PM4L1azTCq90== Defaul	ABAAAB1QCVMMyIdEe1Ed+fdEAJ20 UAJ0Dm3GmEFn+miUrIoFF8XAW10 hHHaN93sm1LuGF47t1Rk0PgMa21v 9scUSPWQ1fmVP970B877Mwd0rA4J 7wrcgLinch2Mg18yLS1dBf10tKg0 D3Pr7Urk10LHj+bTUNo32NT85aaB WENNKMSXW82+1N97qSwwY03ecd t\Cent058_57eypo4p User Statistics	b0KSg29hUEtTlMz7dCp4NHmuY 2uk0xsHToPCZLdKuESsSII2BP eifzczVpz7jhd00pJTKTPuyQA Qr5KqeUd+rusAANsj8V9H26S3 S9f0kJjrAjjbmgaXQY3PU6Lzx +IdYBown5N6uB16Jtg3kAUIct 34HCbmIM4y9eqy4bItV7bADm2			
Generate SSH Key	Login Count: 2 success a Last Login: Never egister FIOO Key Register P	& O failure			
temove Key,					

## 8. SSO Customizations

Login Please enter the required information to login.	Welcome to the HelpDesk Portal at <i>com.</i>
<ul> <li>admin</li> <li>■</li> <li>Domain Default</li> </ul>	
Login	

Select the user you want to manage the **SSO** Portal.

HELPDESK		
Home / Dashboard		You are logged on as admin   📲   😁 Logout
	QUSER SEARCH Select the user you want to manage. Login Name: CentOS8_57eypo4p DN: cn=CentOS8_57eypo4p,o=R Full Name: CentOS8_57eypo4p Domains: Default Select CentOS8_57eypo4p	Hello admin. Welcome to the Helpdesk Portal at com.

### Go to the SSO tab.

HELPDESK	2 DASHBOARD	OTP	FIDO	SSH	SSO	PKI
Home / Spankey		Default\CentOS8_57eypc	04p	You are lo	gged on as admin   🚦	🔣   🕞 Logou
MANAGE SS	O PORTAL					← Back
Single Sign-On Settin	gs					
nable SAML Usage:	Yes No	×				
inable OpenID Usage:	Yes O No	8				
SO Session Time:	1 hour					

# 9. User certificate enrollment

Log in to the HelpDesk application.



#### Select the user you want to add a new **Certificate**.

Home / Dashboard		You are logged on as admin   🔠   😁 Logo
	<b>QUSER SEARCH</b> Select the user you want to manage. Login Name: CentOS8_57eypo4p DN: cn=CentOS8_57eypo4p,o=R Full Name: CentOS8_57eypo4p Domains: Default Select CentOS8_57eypo4p	Hello admin. Welcome to the Helpdesk Portal at com.

#### Go to the **PKI** tab.

HELPDESK	B DASHBOARD	OTP	FIDO	SSH	РКІ
Home / Spankey	Default\CentO	\$8_57eypo4p	You are log	ged on as admin   🚦	🔓   🕒 Logout
MANAGE USE	R CERTIFICATES				+ Back
No user certificate found	J.				

At the bottom of the page, click on Add new certificate and save your **Certificate**.

BHELP	DESK @ DASHBO	DARD	OTP		FIDO	SSH	РКІ
Home /	Spankey	Default\CentC	)\$8_57eypo4p			You are logged on as <b>admin</b>	🚟   Թ Logout
MANAGE USER CERTIFICATES  Click the actions in the table below to download, renew or delete your certificates.					Opening Default_CentOS8_57eypo4p.p1 You have chosen to open:     Default_CentOS8_57eypo4p.p12		
Serial	Name	Valid From	Valid To	Status	Actions	which is: Text File (2.4 kB) from: data:	
27	Default\CentOS8_57eypo4p	26/05/2021	26/05/2022	valid		What should Firefox do with this Open with Choose Save File Do this automatically for files like	file? e this from now on.
Password:	4YrdkpmJ Add new certificate	Download CA				Cano	el OK

The user certificate can be used to log in on WebADM web applications requiring PKI login.

You can click on **Download CA** to download the CA certificate of WebADM if you need it for specific purposes.

HELP	DESK @ DASHBO	ARD	OTP		FIDO	SSH	РКІ	
Home /	Spankey	Default\Cent(	OS8_57eypo4p			You are logged on as <b>admin</b>	🚟   🕞 Logout	
MANAGE USER CERTIFICATES Click the actions in the table below to download, renew or delete your certificates.					Actions	• Opening ca.crt You have chosen to open: • ca.crt which is: CRT file (889 bytes) from: https://192.168.4.200		
27	Default\CentOS8_57eypo4p	26/05/2021	26/05/2022	valid		What should Firefox do with thi Open with Keychain Access ( Save File Do this automatically for files	is file? (default)	
	Add new certificate	Download CA				Ca	ncel OK	

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