



# HELPDESK INSTALLATION AND CONFIGURATION

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# Helpdesk Installation and Configuration

[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 HelpDesk](#) web application must be installed on your WebADM server(s) and can be accessed through WAProxy or another reverse proxy configured with WebADM.

## 2. Installations

The installation of the [Administration Help Desk](#) is straightforward and only consists of running the self-installer or installing it from the RCDevs repository.

### 2.1 RedHat Repository of RCDevs

On a RedHat, CentOS or Fedora system, you can use our repository, which simplifies updates. Add the repository:

```
yum install https://repos.rcdevs.com/redhat/base/rcdevs_release-1.1.1-1.noarch.rpm
```

Clean yum cache and install the [Administration HelpDesk](#) (HelpDesk):

```
yum clean all  
yum install helpdesk
```

The [Administration Help Desk](#) application is now installed.

## 2.2 Debian Repository of RCDevs

On a Debian system, you can use our repository, which simplifies updates. Add the repository:

```
wget https://repos.rcdevs.com/debian/base/rcdevs-release_1.1.1-1_all.deb
apt-get install ./rcdevs-release_1.1.1-1_all.deb
```

Clean cache and install the `Administration HelpDesk` (HelpDesk):

```
apt-get update
apt-get install helpdesk
```

The `Administration HelpDesk` application is now installed.

## 2.3 Self-Installer

Download the `Administration Help Desk` package from the RCDevs website, copy it on your WebADM server(s) and run the following commands:

```
[root@webadm1 tmp]# gunzip HelpDesk-1.0.0.sh.gz
[root@webadm1 tmp]# sh HelpDesk-1.0.0.sh
HelpDesk v1.0.0 Self Installer
Copyright (c) 2010-2023 RCDevs SA, All rights reserved.
Please report software installation issues to bugs@rcdevs.com.
```

```
Verifying package update... Ok
Install HelpDesk in '/opt/webadm/webapps/helpdesk' (y/n)? y
Extracting files, please wait... Ok
Removing temporary files... Ok
HelpDesk has been successfully installed.
```

`Administration Help Desk` is now installed and can be configured under the WebADM Admin GUI.

## 3. Administration HelpDesk Configuration

Once the package is installed, the web application must be enabled and configured in WebADM. Log into WebADM as

Administrator and navigate to `Applications` Tab > `Self-Service` > `Administration Help Desk (HelpDesk)`  
> `REGISTER`.

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API, Mobile, Security, Analytics icons

Home | Admin | Create | Search | Import | Databases | Statistics | Applications | About | Logout

Registered Applications and Services

Categories	
Authentication	(2)
SMS Relay	(1)
✓ Self-Service	(4)
Single Sign-On	(2)

**Web Applications**

 **Administration Help Desk (HelpDesk) v1.0.9 (Freeware)**

Use this Web application to manage users.

Latest Version: 1.0.9 (Ok)

Status: **Not Registered** [REGISTER]

Available Languages: FR,DE

WebApp URL: <https://192.168.4.200/webapps/helpdesk/>

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Registered Applications and Services

Categories	
Authentication	(2)
SMS Relay	(1)
✓ Self-Service	(4)
Single Sign-On	(2)

**Web Applications**

 **Administration Help Desk (HelpDesk) v1.0.9 (Freeware)**

Use this Web application to manage users.

Latest Version: 1.0.9 (Ok)

Status: **Not Configured** [CHECK] [CONFIGURE] [REMOVE]

Available Languages: FR,DE

WebApp URL: <https://192.168.4.200/webapps/helpdesk/>

Next click **CHECK** to set the mandatory settings and review/adjust the defaults.

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Configuration Object Check for cn=HelpDesk,dc=WebApps,dc=WebADM

Checking object type: **Ok** (HelpDesk)

Checking settings:

- SendPinMessage: **Ok**
- QRCodeMessage: **Ok**
- DefaultDomain: **Ok**

Checking mandatory settings are present: **Failed** (Settings *AdminGroups* are missing)

The setting AdminGroups must be configured before the application can be used. It is specific to each deployment so there is no default value.

Navigate to **Applications** Tab > **Self-Service** > **Administration Help Desk (HelpDesk)** > **CONFIGURE** to set the mandatory settings and review/adjust the defaults.

## ⚠ Add the Group in Admin Groups Setting

For users of a Group to be able to connect to the `Administration Help Desk`, the Group must be included in the General Setting `Admin Groups` of `Administration Help Desk`.

## 🚩 Unconfigure General User Search Base

When defining the `Administration Help Desk` access per group, you must untick the `User Search Base` to deactivate it in the General Settings of the `Administration Help Desk`. Without this, this will include in the results the users of the general `User Search Base` setting.

Since the `Administration Help Desk` application provides administrative access to the system, it is strongly advised to limit the access to it only to trusted networks and to protect the login with a second factor. With this in mind, the application can be published through the WebADM Publishing Proxy with the setting `Publish on WAProxy`. This setting is only available when WAProxy is configured with WebADM. Have a look at this [documentation to set up WAProxy](#).

### 3.1 Mandatory Setting

#### 3.1.1 Admin Groups

The setting AdminGroups must be configured before the application can be used. It is specific to each deployment so there is no default value.

`Admin Groups`: To log in to the `Administration Help Desk`, the user must belong to a group configured in the Admin Groups Setting. You can have more than one group here and a user can be a member of multiple groups.

Create an Admin Group therefore go to the `Create` Tab.

LDAP Server (RCDevs Directory) WebADM Enterprise Edition v2.0.19

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Home Admin Create Search Import Databases Statistics Applications About Logout

Create New LDAP Object

- WebADM Option Set  
OptionSet, Mountpoint, Domain, Client...
- WebADM Account  
LDAP user with WebADM attributes
- User / Administrator  
Administrator or LDAP user
- Static Group  
LDAP group of users
- Dynamic Group  
LDAP group with dynamic contents
- UNIX Account  
UNIX POSIX Account
- UNIX Group  
UNIX POSIX Group
- Organizational Unit  
LDAP organizational unit container
- Organisation  
LDAP organization container
- Country  
LDAP country container
- Domain  
LDAP domain container
- Password Policy  
LDAP password policy configuration

Proceed

Set a **Common Name** for example **Group\_Admins** and add at least one Admin User to the **Group Member**.

Please click to select objects WebADM Enterprise Edition v2.0.19

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Create Object of Type Static Group

**Mandatory attributes**

Container: o=Root [Select]

Common Name: Group\_Admins

**Optional attributes**

Group Member: cn=admin,o=Root| [Select]

Organizational Unit: [ ]

Organization: [ ]

Description / Note: [ ]

Proceed

Click on the **Proceed** and finally **Create Object** button to create the group.

The screenshot shows the WebADM Enterprise Edition v2.0.19 interface. On the left, the LDAP Server (RCDevs Directory) is visible with a tree structure under 'dc=WebADM' and 'g=Root (19)'. The main area displays a confirmation dialog for creating a Static Group object. The dialog title is 'Create Object of Type Static Group' and the message is 'Confirm object creation for cn=Group\_Admins,o=Root'. A table shows the object's attributes:

Attribute	Value
DN	cn=Group_Admins,o=Root
Common Name	Group_Admins
Group Member	cn=admin,o=Root

Below the table is a blue 'Create Object' button.

Navigate to **Applications** Tab > **Self-Service** > **Administration Help Desk (HelpDesk)** > **CONFIGURE**.

The screenshot shows the 'Registered Applications and Services' page in WebADM Enterprise Edition v2.0.19. On the left, there is a 'Categories' sidebar with the following items:

- Authentication (2)
- SMS Relay (1)
- ✓ Self-Service (4)
- Single Sign-On (2)

The main content area is titled 'Web Applications' and lists the 'Administration Help Desk (HelpDesk) v1.0.9 (Freeware)' application. The application details are as follows:

- Use this Web application to manage users.
- Latest Version: 1.0.9 (OK)
- Status: **Not Configured** [CHECK] [CONFIGURE] [REMOVE]
- Available Languages: FR,DE
- WebApp URL: <https://192.168.4.200/webapps/helpdesk/>

Navigate to **Main config** > **Admin Groups** and add for example the previously created **Group\_Admins** group.

Finally scroll down and click **Apply**.

## 3.2 Main Config

### 3.2.1 User Search Scopes

**User Search Scopes**: This setting defines which parts of the LDAP directory are searchable and visible in the **Administration Help Desk**.

#### Unconfigure General User Search Base

When defining the **Administration Help Desk** access per group, you must untick the **User Search Base** to deactivate it in the General settings of the **Administration Help Desk**. Without this, this will include in the results the users of the general **User Search Base** setting.



### 3.2.2 User Search Attributes

**User Search Attributes** setting is also mandatory, but it has a default value. This setting defines the LDAP attributes which are searched when you perform a user search in the **Administration Help Desk**. You should adjust it to match what attributes are relevant for search in your LDAP directory.

### 3.2.3 Defining Administrative Help Desk Access per Group

An alternative to the general settings (i.e. a list of groups/users which can all manage the same list of users) is to allow specific groups to access specific users OU.

#### ⚠ Add the Group in Admin Groups Setting

For users of a Group to be able to connect to the **Administration Help Desk**, the Group must be included in the General Setting **Admin Groups** of **Administration Help Desk**.

For each group, you can then configure the User Search Group setting.

Object **cn=helpdesk-internal,o=Root** ⓘ

LDAP Actions	Object Details	Application Actions
<ul style="list-style-type: none"> <li>Delete this object</li> <li>Copy this object</li> <li>Move this object</li> <li>Export to LDIF</li> <li>Add members</li> <li>Advanced edit mode</li> </ul>	<p>Object class(es): <b>groupOfNames</b></p> <p>Account is unique: <b>Yes</b> (in o=root)</p> <p>WebADM settings: <b>1 settings [CONFIGURE]</b></p> <p>Group activated: <b>Yes Deactivate</b> ⓘ</p>	<ul style="list-style-type: none"> <li><a href="#">Secure Password Reset (1 actions)</a></li> <li><a href="#">User Self-Registration (1 actions)</a></li> </ul>

<b>Object Name</b>	helpdesk-internal	Rename
<b>Add Attribute (3)</b>	Description / Note	Add
<b>Add Extension (1)</b>	UNIX Group	Add
<b>Group Member</b> [add values] [delete attribute]	cn=test,o=Root	Goto
<b>WebADM Settings</b> [delete attribute]	Edit Application Settings HelpDesk.User Search Scopes: <i>ou=Internal,o=Root</i>	

The setting in this example would restrict the members of `cn=helpdesk-internal` to only see and manage the users under `ou=Internal,o=root`.

## 3.3 WebApplication Settings

### 3.3.1 Change the Look

Change the look of the Administration Help Desk with a custom CSS File. Simply add the new customized CSS files and additional custom resources under `/opt/webadm/lib/htdocs/custom/`.

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API | [Mobile Icons] | [Globe Icon] | [Bar Chart Icon]

Home | Admin | Create | Search | Import | Databases | Statistics | Applications | About | Logout

Object Settings for **cn=HelpDesk,dc=WebApps,dc=WebADM**

---

**Web Application Settings**

Disable WebApp       Yes  No (default)

Hide WebApp       Yes  No (default)  
 Hide application from WebApps portal.

Publish on Reverse Proxy / WAPProxy       Yes  No (default)  
 Make WebApp accessible from WAPProxy reverse-proxies.

Default Domain       ▾  
 This domain is automatically selected when no domain is provided.

Enable Group Settings       Yes (default)  No  
 Resolve application settings on user groups (direct and indirect).  
 Warning: Impacts performances.

Require Access Unlock       Yes  No (default)  
 Login is not permitted unless the user is temporarily authorized.  
 To authorize a user, use the 'Unlock WebApp access' action for the user.  
 IMPORTANT: Self-service applications published on the Internet without MFA should be locked.

Non-locked IP Addresses        
 Comma-separated list of IP addresses with netmasks for which access is never locked (ex: 192.168.1.0/24).

Allowed IP Addresses        
 Comma-separated list of IP addresses with netmasks (ex: 192.168.1.0/24).  
 If not set then any source IP is allowed. The localhost is always allowed.

Custom CSS File         
 CSS files and additional custom resources must be stored under /opt/webadm/lib/htdocs/custom/.

### 3.3.2 Other Settings

The settings under **Allowed features** define what actions are possible from the **Administration Help Desk**:

### Allowed Features

Allow User Activation  Yes (default)  No

When enabled, operators can activate users.

Allow User Infos Management  Yes (default)  No

When enabled, users can change their mobile, email and language.

Allow User Password Change  Yes (default)  No

When enabled, users can change their LDAP password.  
Password change requires the PwReset WebApp to be installed and enabled.  
The password policy settings should be configured in PwReset.

Allow OTP Management  Yes  No (default)

When enabled, users can configure their OTP authentication settings.

Allow SSH Management  Yes  No (default)

When enabled, users can configure their SSH private key settings.

Allow PKI Management  Yes  No (default)

When enabled, users can manage their X.509 certificates.

TOKEN

SMS

MAIL

Allowed OTP Methods

LIST

LASTOTP

PROXY

Choose which items are available for primary and fallback OTP methods.

If user is part of [Allowed Group] and no setting is defined, all methods are selected by default.

If it's a normal user and no setting is defined, no method is selected by default.

The system will merge all the settings from login Admin and the user selected to build Allowed OTP Methods List.

TOKEN

LIST

FIDO

Allowed Self-Registration

APPKEYS

SSHKEY

[None]

Choose which items users are enabled for self-registration.

If user is part of [Allowed Group] and no setting is defined, all items are selected by default.

If it's a normal user and no setting is defined, no item is selected by default.

The system will merge all the items from login Admin and the user selected to build Allowed Self-Registration List.

Max Tokens Per User

This option activates OpenOTP multi-Token support in the HelpDesk Application.

You can allow up to 10 Token to be registered per user.

Warning: Using more than 3 tokens is not recommended for security reasons.

The settings under **OTP Token Management** define the types of OTP tokens which can be registered through **Administration Help Desk** and what is the default token type for registration:

**OTP Token Management**

Allowed Token Types

- HARDWARE-OATH
- HARDWARE-YUBIKEY
- QRCODE-TOTP
- QRCODE-HOTP
- MANUAL-YUBIKEY
- MANUAL-TOTP
- MANUAL-HOTP
- MANUAL-OCRA

Selection of OpenOTP Token types users are able to register.  
 Hardware options are used for inventoried Tokens and YubiKeys.  
 If user is part of [Allowed Group] and no setting is defined, all Tokens Types are selected by default.  
 If it's a normal user and no setting is defined, no Token Type is selected by default.  
 The system will merge all the settings from login Admin and the user selected to build Allowed Token Types List.

Default Token Type HARDWARE-OATH ▾

If set, this Token type is pre-selected in the Token registration form.

The settings under **Emergency OTP Management** define the Emergency OTP availability and duration when registered through the **Administration Help Desk**:

**Emergency OTP Management**

Emergency OTP Expiration 300 ▾

When enabled, users can set an emergency OTP valid for the configured time.  
 Uncheck or set to '0' to disable emergency OTP management.

Emergency OTP Max Use 0 ▾

When enabled, the OTP can be used a maximum number of times.  
 Uncheck or set to '0' for unlimited usage count.

The settings under **SSH Key Management** define what types of SSH keys can be registered through the **Administration Help Desk**:

**SSH Key Management**

Allowed SSH Key Types     HARDWARE     SOFTWARE     EXTERNAL

Selection of SpanKey public key types users are able to register.  
 HARDWARE option requires inventoried SSH PIV devices.  
 EXTERNAL let the user copy/paste an existing SSH public key.  
 If not set, any key type can be self-registered.

## 4. LDAP Attributes

The User's attributes like **Email Address**, **Mobile Phone Number** etc. can also be added via the WebADM GUI. Enable **Advanced edit mode** to add more attributes.

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Home | Admin | Create | Search | Import | Databases | Statistics | Applications | About | Logout

Object **cn=test-user,o=Root**

**LDAP Actions**

- Delete this object
- Copy this object
- Move this object
- Export to LDIF
- Change password
- Create certificate
- Unlock WebApp access
- Advanced edit mode

**Object Details**

Object class(es): **person, webadmAccount**

Account is unique: **Yes** (in o=root)

WebADM settings: **3 settings [CONFIGURE]**

WebADM data: **5 data [EDIT]**

User activated: **Yes Deactivate**

Logs and inventory: [WebApp](#), [WebSrv](#), [Inventory](#), [Record](#)

**Application Actions**

- [Secure Password Reset \(1 actions\)](#)
- [User Self-Registration \(1 actions\)](#)
- [MFA Authentication Server \(14 actions\)](#)
- [SMS Hub Server \(1 actions\)](#)
- [SSH Public Key Server \(3 actions\)](#)

---

**Object Name**  Rename

**Add Attribute (10)**

- Description / Note Add
- First Name Add
- Email Address**
- Mobile Phone Number
- Organization
- Organizational Unit
- Preferred Language
- Password Policy Object
- User Certificate
- WebADM Voice Model

**Add Extension (1)**

---

**Login Name** [\[add values\]](#)

**Last Name** [\[add values\]](#)

**WebADM User Data** [\[delete attribute\]](#)

**WebADM Settings** [\[delete attribute\]](#)

**OpenOTP.LastOTP:** *[BINARY APPLICATION DATA - 24 Bytes]*

**OpenOTP.LoginCount:** 1

**OpenOTP.RejectCount:** 1

Edit Application Settings

**OpenOTP.Simple-Push Login:** Yes

**OpenOTP.OTP Type:** MAIL

**OpenOTP.Use Secure Email:** Yes

Apply Changes | Re-Encrypt | Delete Selected

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New Email Address Value(s) for **cn=test-user,o=Root**

Proceed Cancel

## 4.1 User Search Scopes

The setting in this example would restrict the members of `cn=helpdesk-internal` to only see and manage the users under `ou=Internal,o=root`.

Create the Group `cn=helpdesk-internal`.

Create New LDAP Object

- WebADM Option Set**  
OptionSet, Mountpoint, Domain, Client...
- User / Administrator**  
Administrator or LDAP user
- Dynamic Group**  
LDAP group with dynamic contents
- UNIX Group**  
UNIX POSIX Group
- Organisation**  
LDAP organization container
- Domain**  
LDAP domain container
- WebADM Account**  
LDAP user with WebADM attributes
- Static Group**  
LDAP group of users
- UNIX Account**  
UNIX POSIX Account
- Organizational Unit**  
LDAP organizational unit container
- Country**  
LDAP country container
- Password Policy**  
LDAP password policy configuration

Proceed

Select the Group Members like `admin`.

Please click to select objects

- RCDevs Directory (2)
- dc=WebADM
  - o=Root (17)
    - cn=CentOS7\_udj33j4
    - cn=CentOS8\_57eypo4p
    - cn=Debian10\_113y48ba
    - cn=Debian8\_2hwqngay
    - cn=Debian9\_h3gskucf
    - cn=Fedora29\_gy28mb6r
    - cn=Fedora30\_9upcxxxob
    - cn=Fedora32\_fp17hhtr
    - cn=Fedora33\_6uggs264
    - cn=Fedroa31\_kzqrmxid
    - cn=Ubuntu14\_l5eb10ky
    - cn=Ubuntu16\_p6ozw3hg
    - cn=Ubuntu18\_k202rlc4
    - cn=Ubuntu20\_19eckqvd
    - cn=admin
    - cn=ppolicy
    - cn=test-user

WebADM Enterprise Edition v2.0.19

Home Admin Create Search Import Databases Statistics Applications About Logout

Create Object of Type Static Group

**Mandatory attributes**

Container: o=Root [Select]

Common Name: helpdesk-internal

**Optional attributes**

Group Member: cn=admin,o=Root [Select]

Organizational Unit: [ ]

Organization: [ ]

Description / Note: [ ]

Proceed

LDAP Server (RCDevs Directory) ↻ **WebADM Enterprise Edition v2.0.19**  
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Home Admin Create Search Import Databases Statistics Applications About Logout

Create Object of Type **Static Group**

Confirm object creation for *cn=helpdesk-internal,o=Root*

Attribute	Value
DN	<b>cn=helpdesk-internal,o=Ro...</b>
Common Name	<b>helpdesk-internal</b>
Group Member	<b>cn=admin,o=Root</b>

[Create Object](#)

RCDevs Directory (2)

- dc=WebADM
  - o=Root (17)
    - cn=CentOS7\_udj33j4
    - cn=CentOS8\_57eypo4p
    - cn=Debian10\_113y48ba
    - cn=Debian8\_2hwqnaqv
    - cn=Debian9\_h3gskucf
    - cn=Fedora29\_gy28mb6r
    - cn=Fedora30\_9upcxxxob
    - cn=Fedora32\_fp17hhr
    - cn=Fedora33\_6uggs264
    - cn=Fedroa31\_kzqrmxid
    - cn=Ubuntu14\_l5eb10kv
    - cn=Ubuntu16\_p6ozw3hg
    - cn=Ubuntu18\_k202rfc4
    - cn=Ubuntu20\_19qckqvq
    - cn=admin
    - cn=ppolicy
    - cn=test-user

★ Create / Search  
 ★ Details / Check

Create the Organizational Unit `ou=Internal,o=root`.

LDAP Server (RCDevs Directory) ↻ **WebADM Enterprise Edition v2.0.19**  
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Create New LDAP Object

WebADM Option Set (selected)  
 OptionSet, Mountpoint, Domain, Client...

WebADM Account  
 LDAP user with WebADM attributes

User / Administrator  
 Administrator or LDAP user

Static Group  
 LDAP group of users

Dynamic Group  
 LDAP group with dynamic contents

UNIX Account  
 UNIX POSIX Account

UNIX Group  
 UNIX POSIX Group

Organizational Unit (selected)  
 LDAP organizational unit container

Country  
 LDAP country container

Organisation  
 LDAP organization container

Domain  
 LDAP domain container

Password Policy  
 LDAP password policy configuration

[Proceed](#)

RCDevs Directory (2)

- dc=WebADM
  - o=Root (18)
    - cn=CentOS7\_udj33j4
    - cn=CentOS8\_57eypo4p
    - cn=Debian10\_113y48ba
    - cn=Debian8\_2hwqnaqv
    - cn=Debian9\_h3gskucf
    - cn=Fedora29\_gy28mb6r
    - cn=Fedora30\_9upcxxxob
    - cn=Fedora32\_fp17hhr
    - cn=Fedora33\_6uggs264
    - cn=Fedroa31\_kzqrmxid
    - cn=Ubuntu14\_l5eb10kv
    - cn=Ubuntu16\_p6ozw3hg
    - cn=Ubuntu18\_k202rfc4
    - cn=Ubuntu20\_19qckqvq
    - cn=admin
    - cn=helpdesk-internal
    - cn=ppolicy
    - cn=test-user

★ Create / Search  
 ★ Details / Check



LDAP Server (RCDevs Directory) ↻

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Create Object of Type **Organizational Unit**

**Mandatory attributes**

Container:

Organizational Unit:

**Optional attributes**

Password:

Description / Note:

RCDevs Directory (2)

dc=WebADM

o=Root (18)

- cn=CentOS7\_udj33ij4
- cn=CentOS8\_57eypo4p
- cn=Debian10\_113y48ba
- cn=Debian8\_2hwqnagy
- cn=Debian9\_h3gskucf
- cn=Fedora29\_gy28mb6r
- cn=Fedora30\_9upcxxxob
- cn=Fedora32\_fp17hhrr
- cn=Fedora33\_6uggs264
- cn=Fedroa31\_kzqrmxid
- cn=Ubuntu14\_l5eb10ky
- cn=Ubuntu16\_p6ozw3hg
- cn=Ubuntu18\_k202rlc4
- cn=Ubuntu20\_19qckqvd
- cn=admin
- cn=helpdesk-internal
- cn=ppolicy
- cn=test-user

★ Create / Search  
Details / Check

★ Create / Search  
Details / Check

LDAP Server (RCDevs Directory) ↻

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Create Object of Type **Organizational Unit**

Confirm object creation for *ou=Internal,o=Root*

Attribute	Value
DN	ou=Internal,o=Root
Organizational Unit	Internal

RCDevs Directory (2)

dc=WebADM

o=Root (18)

- cn=CentOS7\_udj33ij4
- cn=CentOS8\_57eypo4p
- cn=Debian10\_113y48ba
- cn=Debian8\_2hwqnagy
- cn=Debian9\_h3gskucf
- cn=Fedora29\_gy28mb6r
- cn=Fedora30\_9upcxxxob
- cn=Fedora32\_fp17hhrr
- cn=Fedora33\_6uggs264
- cn=Fedroa31\_kzqrmxid
- cn=Ubuntu14\_l5eb10ky
- cn=Ubuntu16\_p6ozw3hg
- cn=Ubuntu18\_k202rlc4
- cn=Ubuntu20\_19qckqvd
- cn=admin
- cn=helpdesk-internal
- cn=ppolicy
- cn=test-user

★ Create / Search  
Details / Check

★ Create / Search  
Details / Check

Activate the Group `cn=helpdesk-internal`.

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Home Admin Create Search Import Databases Statistics Applications About Logout

Object cn=helpdesk-internal,ou=Root

LDAP Actions

- Delete this object
- Copy this object
- Move this object
- Export to LDIF
- Add members
- Standard edit mode

Object Details

Object class(es): groupOfNames  
 Account is unique: **Yes** (in cn=root)  
 Group activated: **No** [Activate Now!](#)

Object Name: helpdesk-internal Rename

Add Attribute (6): Businesscategory Add

Add Extension (2): Posixgroup (UNIX Group) Add

Objectclass: groupofnames

Group Member: [add values] [delete attribute] cn=admin,ou=Root Goto

[Apply Changes](#) | [Re-Encrypt](#) | [Delete Selected](#)

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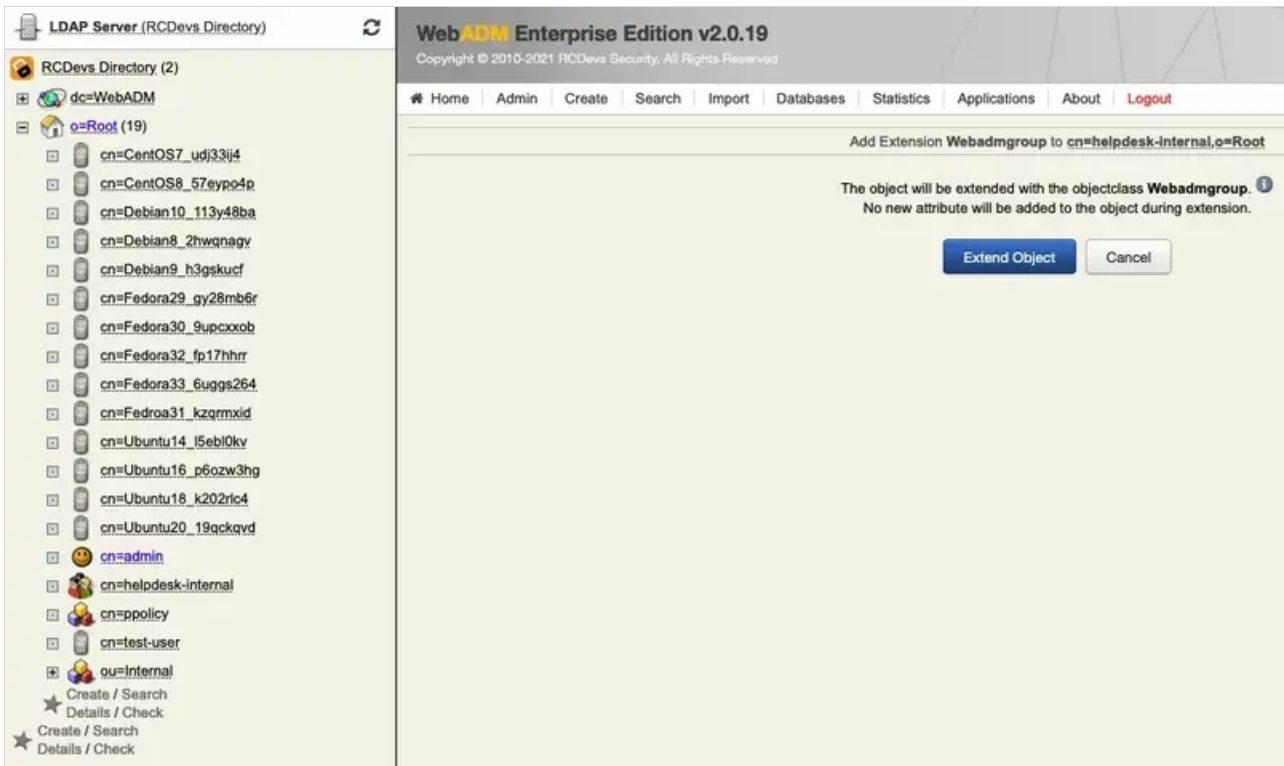
Add Extension Webadmgrou to cn=helpdesk-internal,ou=Root

**Optional attributes**

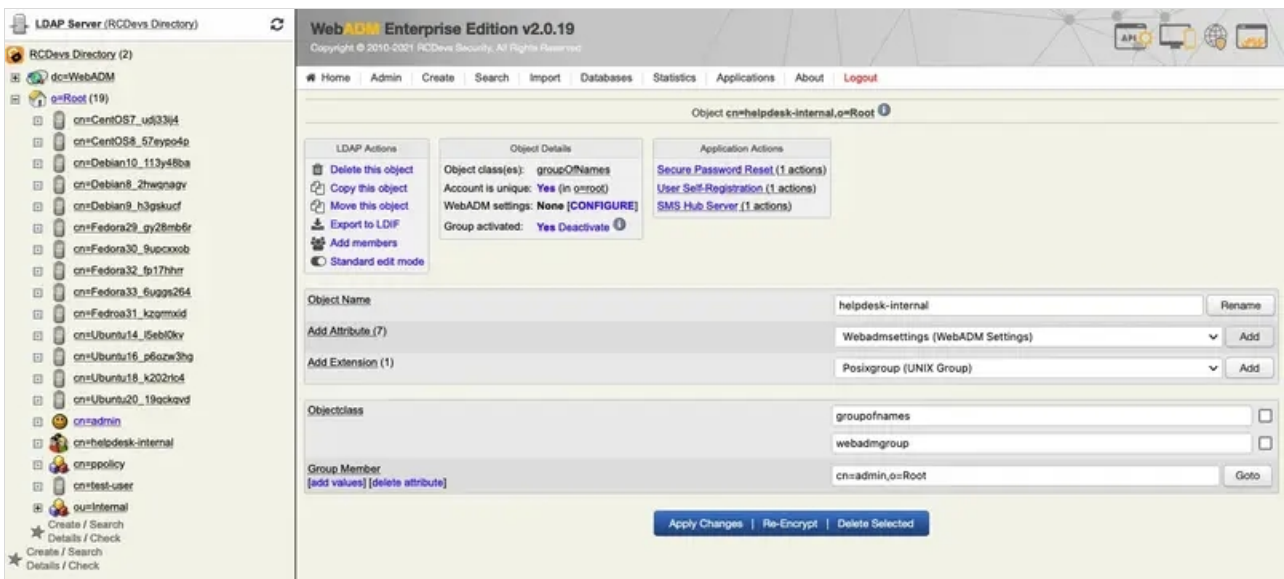
**WebADM Settings:** You can edit this attribute once object is created.

Description / Note:

[Proceed](#) [Cancel](#)



Add the Attribute `Webadmsettings`.



Click on `Administration Help Desk`, select the `User Search Scope` and set it to `ou=Internal,o=root`. At the bottom of the page, hit `Apply`.

Please click to select objects

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New WebADM Settings Value(s) for cn=helpdesk-internal,o=Root

Applications

- MFA Authentication Server
- SSH Public Key Server
- Administration Help Desk
- OpenID & SAML Provider
- Secure Password Reset
- User Self-Service Desk
- User Self-Registration

Main config

ou=Internal,o=Root

List of Search Base (DN). All users in this subtrees are manageable if activated with the HelpDesk.

User Search Attributes

Comma separated list of attributes used for the user searching (eg :samaccountname,uid,givenname)

Allowed Features

Allow User Activation  Yes (default)  No  
When enabled, operators can activate users.

Allow User Infos Management  Yes (default)  No  
When enabled, users can change their mobile, email and language.

Allow User Password Change  Yes (default)  No  
When enabled, users can change their LDAP password.  
Password change requires the PwReset WebApp to be installed and enabled.  
The password policy settings should be configured in PwReset.

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Object cn=helpdesk-internal,o=Root

LDAP Actions

- Delete this object
- Copy this object
- Move this object
- Export to LDIF
- Add members
- Standard edit mode

Object Details

Object class(es): groupOfNames  
Account is unique: Yes (in cn=root)  
WebADM settings: 1 settings [CONFIGURE]  
Group activated: Yes Deactivate

Application Actions

- Secure Password Reset (1 actions)
- User Self-Registration (1 actions)
- SMS Hub Server (1 actions)

Object Name: helpdesk-internal

Add Attribute (6): Businesscategory

Add Extension (1): Posixgroup (UNIX Group)

Objectclass: groupofnames   
webadmgrou

Group Member [add values] [delete attribute]: cn=admin,o=Root

WebADM Settings [delete attribute]: HelpDesk.UserSearchScopes="ou=Internal,o=Root"   
HelpDesk.User Search Scopes: ou=Internal,o=Root

Move the users, for example, `test-user` to `ou=Internal,o=root`.

Navigate to **Applications** Tab > **Self-Service** > **Administration Help Desk (HelpDesk)** > **CONFIGURE**.  
Verify that the **User Search Scopes** is not set.

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**Main config**

cn=helpdesk-internal,o=Root

Admin Groups

Group allowed to log in Helpdesk application

User Search Scopes

List of Search Base (DN). All users in this subtrees are manageable if activated with the HelpDesk.

User Search Attributes

samaccountname,uid,givenname

Comma separated list of attributes used for the user searching (eg :samaccountname,uid,givenname)

**Allowed Features**

Allow User Activation  Yes (default)  No

When enabled, operators can activate users.

Allow User Infos Management  Yes (default)  No

When enabled, users can change their mobile, email and language.

Allow User Password Change  Yes (default)  No

When enabled, users can change their LDAP password.  
Password change requires the PwReset WebApp to be installed and enabled.  
The password policy settings should be configured in PwReset.

Finally, check in the **HelpDesk** if only the **test-user** can be searched.

HELPDESK

Home / Dashboard

You are logged on as admin | | Logout

**USER SEARCH**

Select the user you want to manage.

Login Name: test-user  
DN: cn=test-user,ou=Internal,o=Root  
Full Name: test-user  
Domains: Default

Select test-user

Hello admin.  
Welcome to the Helpdesk Portal at com.

Other users will not show up in the **User Search**.

HELPDESK

Home / Dashboard

You are logged on as admin | | Logout

**USER SEARCH**

Select the user you want to manage.

Select centos

Hello admin.  
Welcome to the Helpdesk Portal at com.

## 4.2 User Search Attributes

The LDAP attribute [User Search Attributes](#) defines which attributes are searched when a search in the [Administration Help Desk](#) is done. You should adjust it to match what attributes are relevant for search in your LDAP directory.

[User Search Attributes](#)   
Coma separated list of attributes used for the user searching (eg :samaccountname,uid,givenname)

## 5. LDAP Permissions

Actions done from the [Administration Help Desk](#) application are executed with the [proxy\\_user](#) to the LDAP directory, or with [Login DN](#) user permissions in case of LDAP Mount Point. Please see the [proxy\\_user rights document](#) for further details.

## 6. Token Enrollment

Please see the [Administration Help Desk Token](#) for further details.

## 7. Secure Mail

Please see the [Email \(OTP, Alerts\)](#) for further details.

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