



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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Registered Applications and Services

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

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Registered Applications and Services

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

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)

Ok

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)

RCDevs Directory (2)

dc=WebADM

o=Root (19)

cn=CentOS7_udj33ij4

cn=CentOS8_57eypo4p

cn=Debian10_113y48ba

cn=Debian8_2hwnagv

cn=Debian9_h3gskucf

cn=Fedora29_gy28mb6r

cn=Fedora30_9upcxxob

cn=Fedora32_fp17hrr

cn=Fedora33_6uggs264

cn=Fedora31_kzgrmxid

cn=Group_Linux_deb

cn=Group_Linux_rpm

cn=Ubuntu14_i5ebi0kv

cn=Ubuntu16_p6ozw3hg

cn=Ubuntu18_k202rlc4

cn=Ubuntu20_19qckqyd

cn=admin

cn=ppolicy

cn=test-user

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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

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

Please click to select objects

RCDevs Directory (2)

dc=WebADM

o=Root (19)

cn=CentOS7_udj33ij4

cn=CentOS8_57eypo4p

cn=Debian10_113y48ba

cn=Debian8_2hwnagv

cn=Debian9_h3gskucf

cn=Fedora29_gy28mb6r

cn=Fedora30_9upcxxob

cn=Fedora32_fp17hrr

cn=Fedora33_6uggs264

cn=Fedora31_kzgrmxid

cn=Group_Linux_deb

cn=Group_Linux_rpm

cn=Ubuntu14_i5ebi0kv

cn=Ubuntu16_p6ozw3hg

cn=Ubuntu18_k202rlc4

cn=Ubuntu20_19qckqyd

cn=admin

cn=ppolicy

cn=test-user

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Create Object of Type Static Group

Mandatory attributes

Container

o=Root

Select

Common Name

Group_Admins

Optional attributes

cn=admin,o=Root

Select

Group Member

Organizational Unit

Organization

Description / Note

Proceed

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

LDAP Server (RCDevs Directory)

RCDevs Directory (2)

- dc=WebADM
- o=Root (19)
 - cn=CentOS7_udj33ij4
 - cn=CentOS8_57eypo4p
 - cn=Debian10_113y48ba
 - cn=Debian8_2hwqnagv
 - cn=Debian9_h3gskucf
 - cn=Fedora29_gy28mb6r
 - cn=Fedora30_9upcxxob
 - cn=Fedora32_fp17hrr
 - cn=Fedora33_6uggs264
 - cn=Fedora31_kzgrmxid
 - cn=Group_Linux_deb
 - cn=Group_Linux_rpm
 - cn=Ubuntu14_i5eb10kv
 - cn=Ubuntu16_p6ozw3hg
 - cn=Ubuntu18_k202rlc4
 - cn=Ubuntu20_19qckqvd
 - cn=admin
 - cn=ppolicy
 - cn=test-user

Create / Search
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Create Object of Type Static Group

Confirm object creation for *cn=Group_Admins,o=Root*

Attribute	Value
DN	<u>cn=Group_Admins,o=Root</u>
Common Name	<u>Group_Admins</u>
Group Member	<u>cn=admin,o=Root</u>

Create Object

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

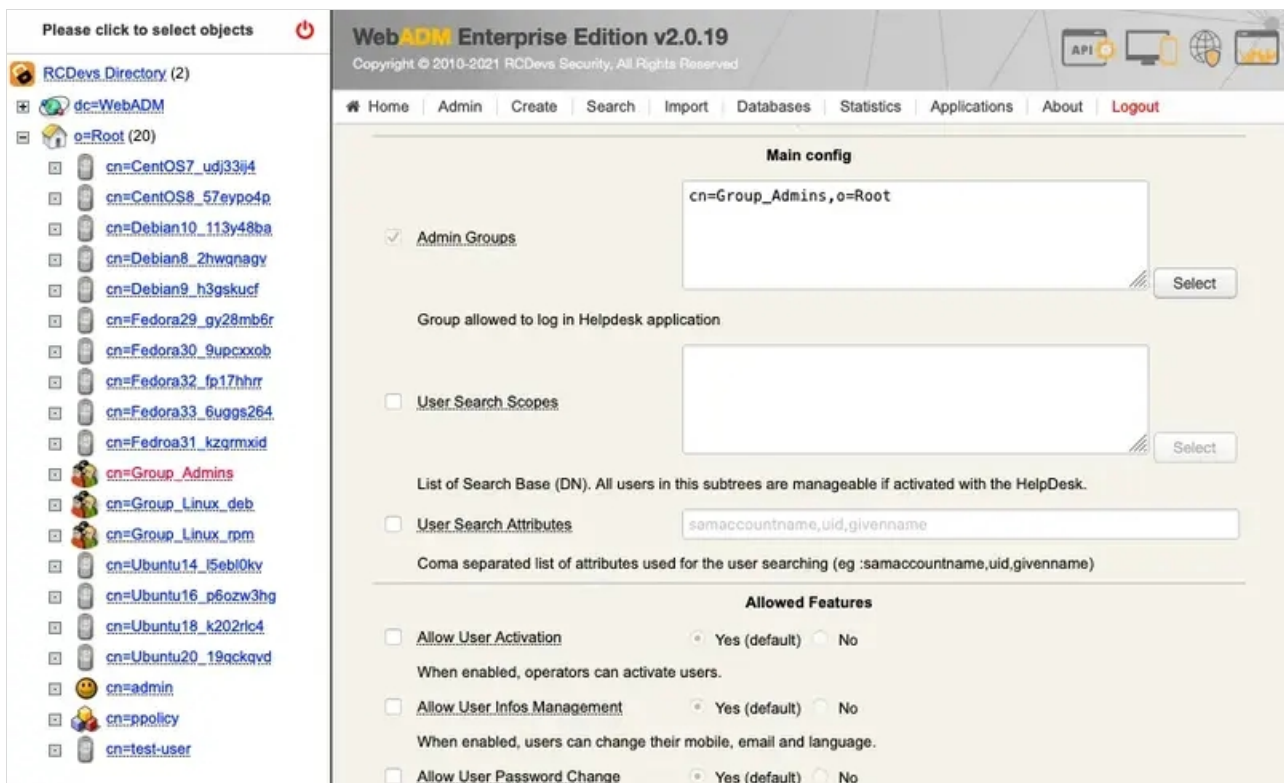
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Registered Applications and Services

Categories	Web Applications
Authentication (2)	
SMS Relay (1)	
✓ Self-Service (4)	<p>Administration Help Desk (HelpDesk) v1.0.9 (Freeware)</p> <p>Use this Web application to manage users.</p> <p>Latest Version: 1.0.9 (Ok)</p> <p>Status: Not Configured [CHECK] [CONFIGURE] [REMOVE]</p> <p>Available Languages: FR,DE</p> <p>WebApp URL: https://192.168.4.200/webapps/helpdesk/</p>
Single Sign-On (2)	

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



Finally scroll down and click **Apply**.

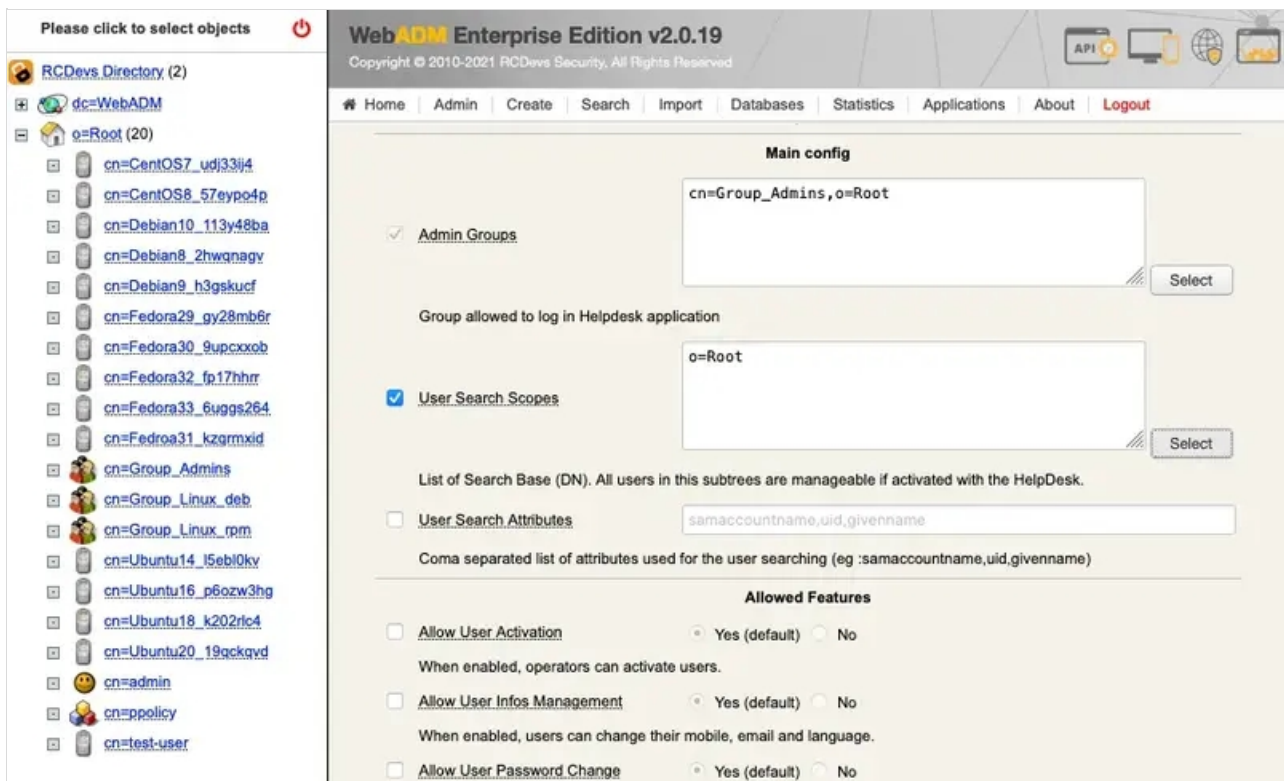
3.2 Main Config

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.

☐ **User Search Attributes**

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

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

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

Object Details

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

Application Actions

[Secure Password Reset](#) (1 actions)
[User Self-Registration](#) (1 actions)

Object Name
helpdesk-internal
Rename

Add Attribute (3)
Description / Note
Add

Add Extension (1)
UNIX Group
Add

Group Member
[add values] [delete attribute]
cn=test,o=Root
Goto

WebADM Settings
[delete attribute]

Edit Application Settings
HelpDesk.User Search Scopes: ou=Internal,o=Root

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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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 / WAProxy

☐ Yes
 ☒ No (default)

Make WebApp accessible from WAProxy reverse-proxies.

☒ Default Domain

Default

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/.

Edit

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.

☐ Allowed OTP Methods

☐ TOKEN
☐ SMS
☐ MAIL
☐ 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.

☐ Allowed Self-Registration

☐ TOKEN
☐ LIST
☐ FIDO
☐ 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

3 (Default) ▼

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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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)
Add Extension (1)

Login Name
[add values]

Last Name
[add values]

WebADM User Data
[delete attribute]

WebADM Settings
[delete attribute]

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

Add
Add

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`

ProceedCancel

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`.

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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

Select the Group Members like `admin`.

Please click to select objects

RCDevs Directory (2)

dc=WebADM

o=Root (17)

cn=CentOS7_udj33i4

cn=CentOS8_57eypo4p

cn=Debian10_113y48ba

cn=Debian8_2hwqnaqv

cn=Debian9_h3gskucf

cn=Fedora29_gy28mb6r

cn=Fedora30_9upcxxxob

cn=Fedora32_fp17hhrr

cn=Fedora33_6uggs264

cn=Fedroa31_kzqrmxid

cn=Ubuntu14_i5eb10ky

cn=Ubuntu16_p8ozw3hg

cn=Ubuntu18_k202rlc4

cn=Ubuntu20_19qckqvd

cn=admin

cn=ppolicy

cn=test-user

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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)

RCDevs Directory (2)

- dc=WebADM
- o=Root (17)
 - cn=CentOS7_udj33ij4
 - cn=CentOS8_57eypo4p
 - cn=Debian10_113y48ba
 - cn=Debian8_2hwnqagy
 - cn=Debian9_h3gskucf
 - cn=Fedora29_gy28mb6r
 - cn=Fedora30_9upcxcob
 - cn=Fedora32_fp17hhrr
 - cn=Fedora33_6uggs264
 - cn=Fedroa31_kzgrmxid
 - cn=Ubuntu14_l5ebi0kv
 - cn=Ubuntu16_p6ozw3hg
 - cn=Ubuntu18_k202rlc4
 - cn=Ubuntu20_19qckqvdi
 - cn=admin
 - cn=ppolicy
 - cn=test-user

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Create Object of Type Static Group

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

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

Create Object

LDAP Server (RCDevs Directory)

RCDevs Directory (2)

dc=WebADM

o=Root (18)

cn=CentOS7_ud33lj4

cn=CentOS8_57eypo4p

cn=Debian10_113y48ba

cn=Debian8_2hwqngy

cn=Debian9_h3gskucf

cn=Fedora29_gy28mb6r

cn=Fedora30_9upcxob

cn=Fedora32_fp17hhrr

cn=Fedora33_6uggs264

cn=Fedora31_kzgrmxid

cn=Ubuntu14_l5ebi0kv

cn=Ubuntu16_p6oza3hg

cn=Ubuntu18_k202ric4

cn=Ubuntu20_19ackqvvd

cn=admin

cn=helpdesk-internal

cn=ppolicy

cn=test-user

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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

LDAP Server (RCDevs Directory)

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=Fedora31_kzqrmxid

cn=Ubuntu14_l5ebi0ky

cn=Ubuntu16_p6ozw3hg

cn=Ubuntu18_k202rlc4

cn=Ubuntu20_19qckqvd

cn=admin

cn=helpdesk-internal

cn=ppolicy

cn=test-user

Create / Search

Details / Check

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Create Object of Type **Organizational Unit**

Mandatory attributes

Container

o=Root

Select

Organizational Unit

Internal

Optional attributes

Password

Description / Note

Proceed

LDAP Server (RCDevs Directory)

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=Fedora31_kzqrmxid

cn=Ubuntu14_l5ebi0ky

cn=Ubuntu16_p6ozw3hg

cn=Ubuntu18_k202rlc4

cn=Ubuntu20_19qckqvd

cn=admin

cn=helpdesk-internal

cn=ppolicy

cn=test-user

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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

Create Object

Activate the Group `cn=helpdesk-internal`.

LDAP Server (RCDevs Directory)

RCDevs Directory (2)

- dc=WebADM
- o=Root (19)
 - cn=CentOS7_udj33i4
 - cn=CentOS8_57eypo4p
 - cn=Debian10_113y48ba
 - cn=Debian8_2hwgnagv
 - cn=Debian9_h3gskucf
 - cn=Fedora29_gy28mb6r
 - cn=Fedora30_9upcxxxob
 - cn=Fedora32_fp17hhrr
 - cn=Fedora33_6uggs264
 - cn=Fedora31_kzqrmxid
 - cn=Ubuntu14_i5ebi0kv
 - cn=Ubuntu16_p6ozw3hg
 - cn=Ubuntu18_k202rlc4
 - cn=Ubuntu20_19ackovd
 - cn=admin
 - cn=helpdesk-internal
 - cn=ppolicy
 - cn=test-user
 - ou=Internal

Create / Search
Details / Check

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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)
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: cn=admin,o=Root [Goto](#)

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

LDAP Server (RCDevs Directory)

RCDevs Directory (2)

- dc=WebADM
- o=Root (19)
 - cn=CentOS7_udj33i4
 - cn=CentOS8_57eypo4p
 - cn=Debian10_113y48ba
 - cn=Debian8_2hwgnagv
 - cn=Debian9_h3gskucf
 - cn=Fedora29_gy28mb6r
 - cn=Fedora30_9upcxxxob
 - cn=Fedora32_fp17hhrr
 - cn=Fedora33_6uggs264
 - cn=Fedora31_kzqrmxid
 - cn=Ubuntu14_i5ebi0kv
 - cn=Ubuntu16_p6ozw3hg
 - cn=Ubuntu18_k202rlc4
 - cn=Ubuntu20_19ackovd
 - cn=admin
 - cn=helpdesk-internal
 - cn=ppolicy
 - cn=test-user
 - ou=Internal

Create / Search
Details / Check

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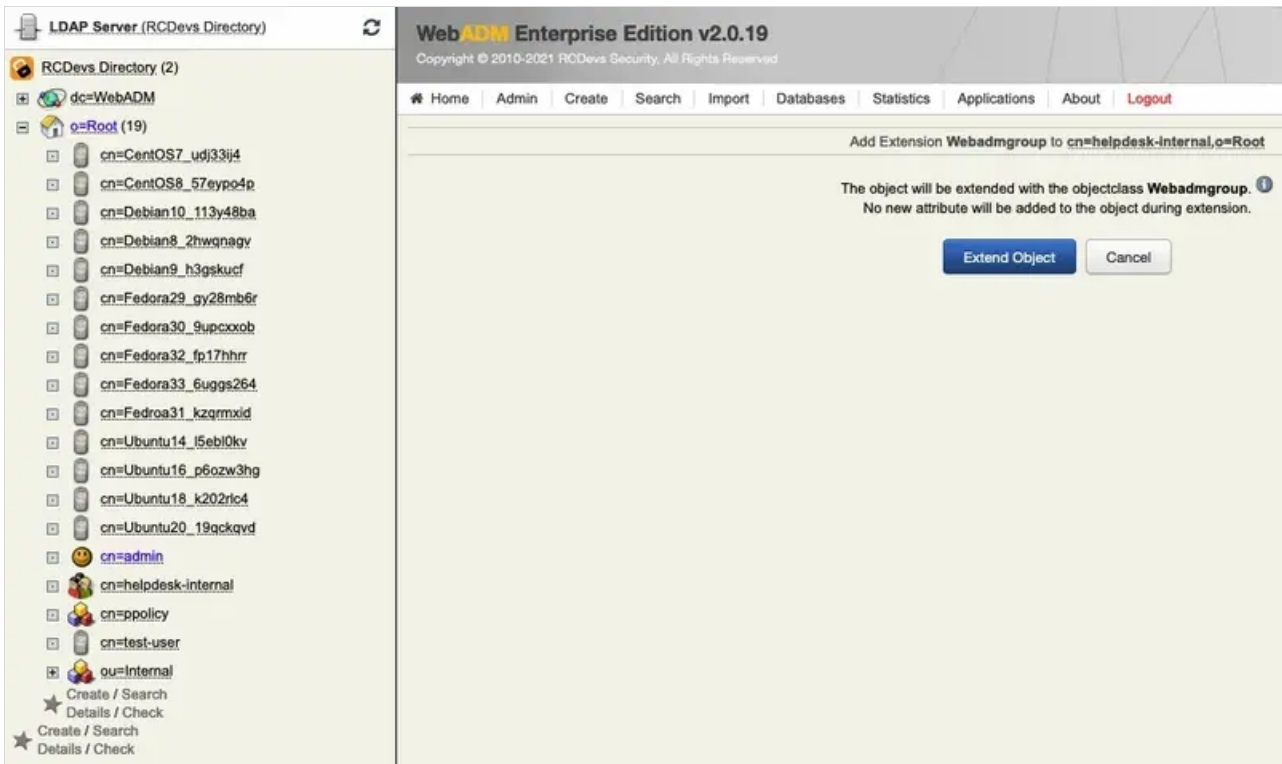
Add Extension Webadmgrou to cn=helpdesk-internal,o=Root

Optional attributes

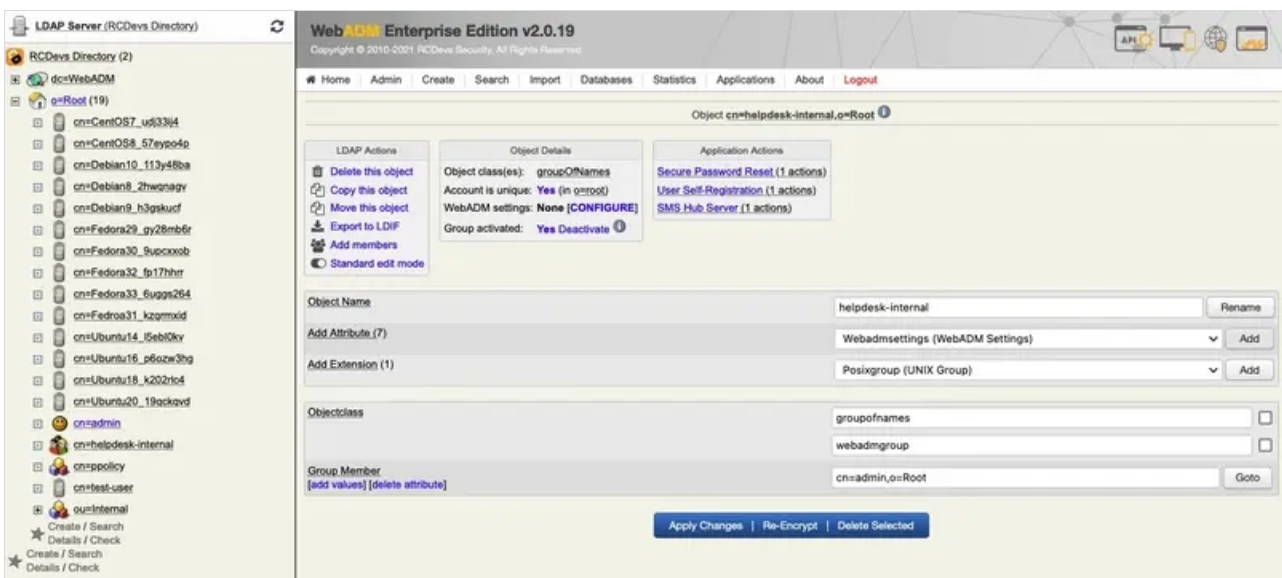
WebADM Settings: You can edit this attribute once object is created.

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

RCDevs Directory (2)

dc=WebADM

o=Root (19)

cn=CentOS7_udj33i4
cn=CentOS8_57eypo4p
cn=Debian10_113y48ba
cn=Debian8_2hwqagv
cn=Debian9_h3gskuf
cn=Fedora29_gy28mb6r
cn=Fedora30_9upcxob
cn=Fedora32_fp17hhr
cn=Fedora33_6uggs264
cn=Fedora31_kzgmoid
cn=Ubuntu14_l5ebi0kv
cn=Ubuntu16_p6ozw3hg
cn=Ubuntu18_k202ric4
cn=Ubuntu20_19ackqv
cn=admin
cn=helpdesk-internal
cn=ppolicy
cn=test-user
ou=Internal

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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

Select

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

Coma 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.

LDAP Server (RCDevs Directory)

RCDevs Directory (2)

dc=WebADM

o=Root (19)

cn=CentOS7_udj33i4
cn=CentOS8_57eypo4p
cn=Debian10_113y48ba
cn=Debian8_2hwqagv
cn=Debian9_h3gskuf
cn=Fedora29_gy28mb6r
cn=Fedora30_9upcxob
cn=Fedora32_fp17hhr
cn=Fedora33_6uggs264
cn=Fedora31_kzgmoid
cn=Ubuntu14_l5ebi0kv
cn=Ubuntu16_p6ozw3hg
cn=Ubuntu18_k202ric4
cn=Ubuntu20_19ackqv
cn=admin
cn=helpdesk-internal
cn=ppolicy
cn=test-user
ou=Internal

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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 o=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

Rename

Add Attribute (6)

Businesscategory

Add

Add Extension (1)

Posixgroup (UNIX Group)

Add

Objectclass

groupofnames

webadmgroup

Group Member

[add values] [delete attribute]

cn=admin,o=Root

Goto

WebADM Settings

[delete attribute]

HelpDesk.UserSearchScopes="ou=Internal,o=Root"

Edit

HelpDesk User Search Scopes: ou=Internal,o=Root

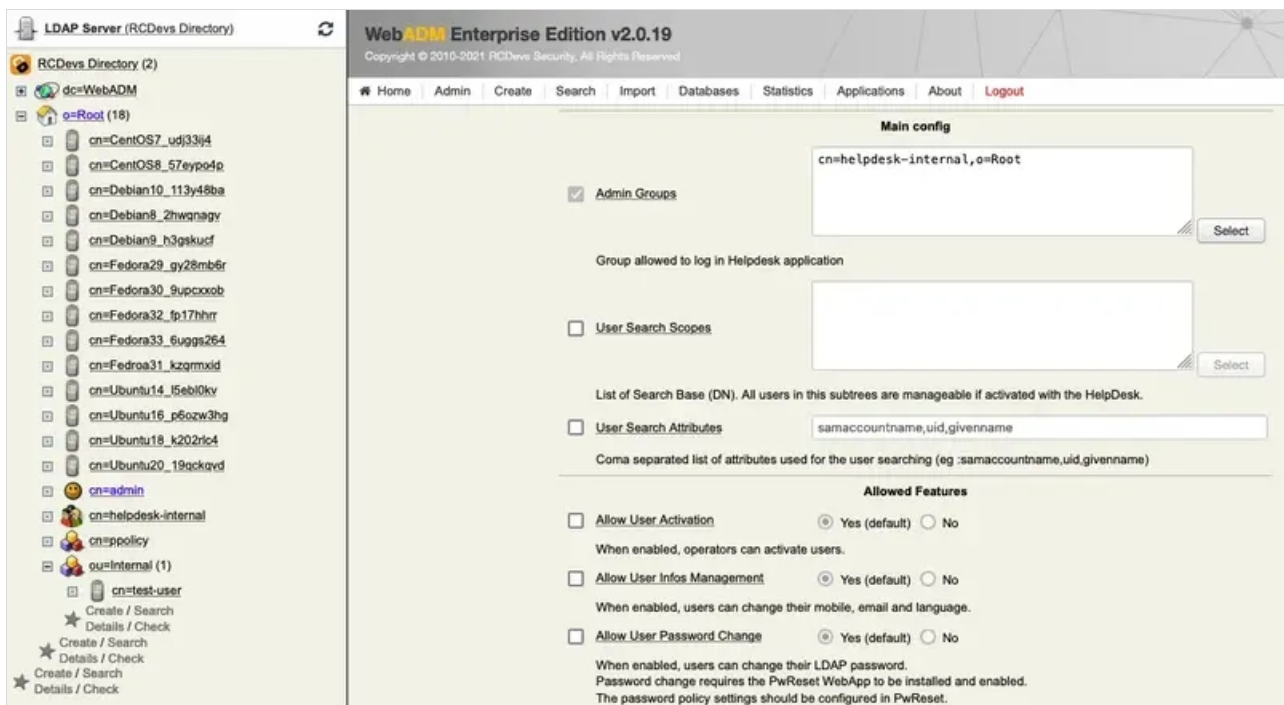
Apply Changes

Re-Encrypt

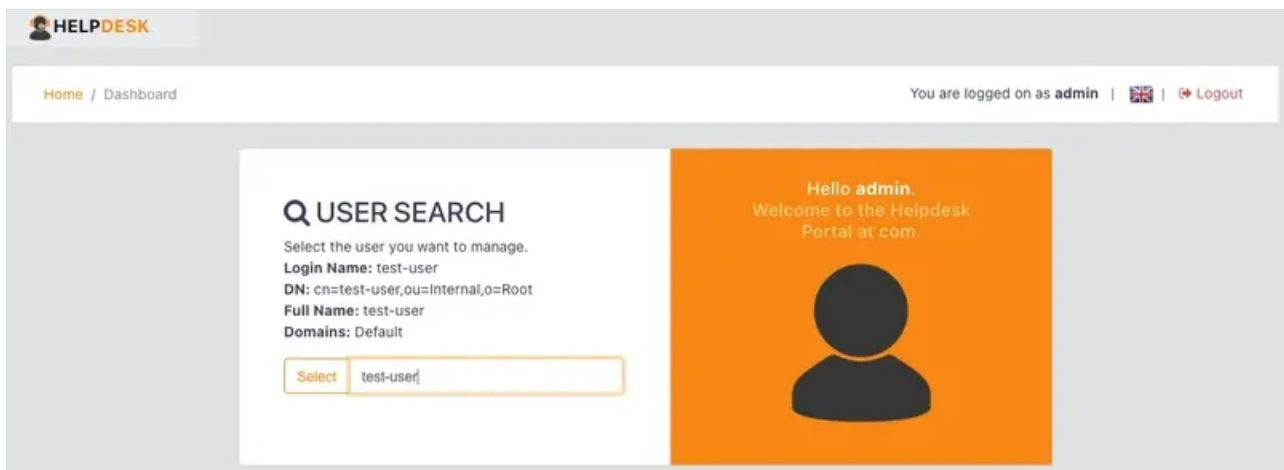
Delete Selected

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

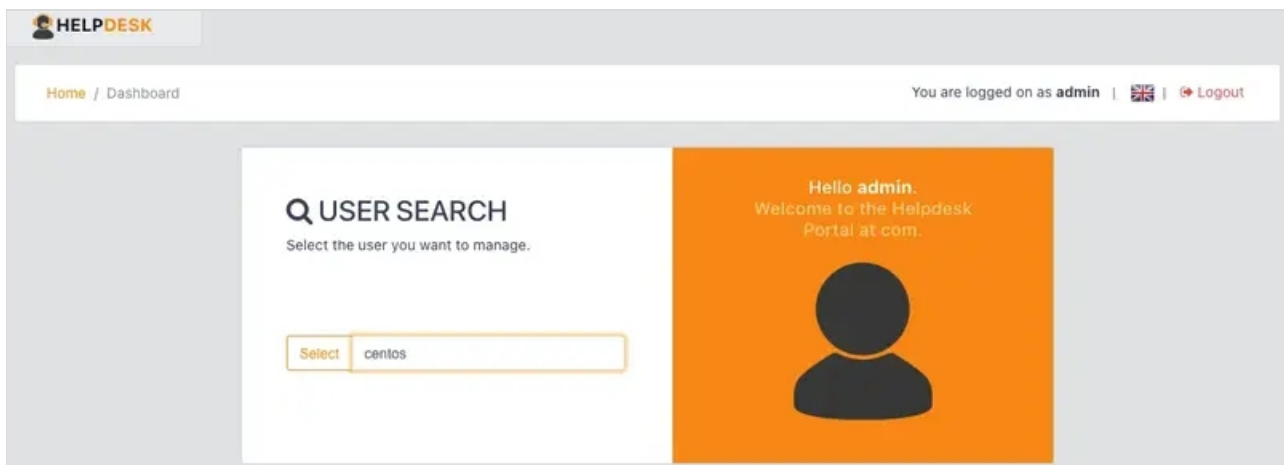
Navigate to **Applications** Tab > **Self-Service** > **Administration Help Desk (HelpDesk)** > **CONFIGURE**.
Verify that the **User Search Scopes** is not set.



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



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



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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