



# TENANT CREATION AND MANAGEMENT ON RCDEVES MUTUALIZED CLOUD

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# Tenant Creation and management on RCDevs Mutualized Cloud

[VPN](#) [Virtual Private Network](#) [Token](#) [RCDevs in the Cloud](#) [Cloud Services](#) [Cloud Authentications](#) [SAAS](#) [Software As Service](#)

## 1. Overview and important notes

RCDevs now offers all of its enterprise solutions in SaaS/cloud mode. There are two cloud infrastructure options available:

- › **A mutualized cloud infrastructure:** This infrastructure is designed in cluster mode and is hosted and maintained by RCDevs. It allows multiple customers to be hosted on the same backends, with each customer being able to manage their own applications and services. Resource allocation is limited and controlled per tenant based on their license type and user volume.
- › **A dedicated cloud infrastructure:** This infrastructure is also built in cluster mode and hosted and maintained by RCDevs. The dedicated cloud infrastructure is based on Docker containers.

Both infrastructures provide access to all services and applications offered by RCDevs in on-premise deployments.

In this documentation, we will focus on the **Mutualized Cloud Infrastructure** and provide instructions on how to get started.

The operations involved are as follows:

- › Create your tenant,
- › Access your cloud tenant,
- › Customize your tenant (optional),
- › Set up integration(s) with your tenant.

### Please note the following information regarding TRIAL tenants:

- › TRIAL tenants are intended for testing purposes and are not meant to be used in production environments. They will be automatically destroyed after one month. If you need to extend the validity of your TRIAL tenant, please contact RCDevs Sales department.
- › TRIAL tenants that remain inactive for 5 days will be automatically destroyed.
- › A TRIAL tenant can be migrated to an enterprise subscription license. Contact RCDevs Sales department for that.

- › For RADIUS integrations (mostly used for VPN integrations), RCDevs provides the Radius service in the cloud. However, please be aware that the Radius protocol has not been designed to be used over the internet. If you choose to use it in a production deployment, it is at your own risk. RCDevs offers a Virtual Appliance that includes “Radius and LDAP Bridges” (radiusd and ldproxy), which can be deployed in your infrastructure to ensure the use of secure protocols within your own environment. To enhance security, it is recommended to establish HTTPS communication between your infrastructure(s) and RCDevs cloud infrastructure by deploying multiple [VMs OpenOTP Cloud bridge](#) for redundancy if required.
- › Also, please note that unlike on-premise deployments, the cloud solutions and integrations are not directly connected to your

LDAP backends. Therefore, you need to create the necessary accounts and groups in your tenant. RCDevs solutions provide [Manager APIs](#) that allow you to automate and perform operations on a large scale.

- > Another consideration to take into account is the use of FIDO2 technology in your authentication process. FIDO2 technology is based on domain names. However, there are some limitations when it comes to integrating FIDO2 technology with the **Mutualized Cloud Infrastructure** especially if the integration is web-based. In such cases, setting up and using FIDO2 technology may not be possible. However, it is still possible to utilize FIDO2 technology with certain integrations, such as OpenOTP-CP for Windows/macOS and Spankey. On the other hand, the **Dedicated Cloud Infrastructure**, fully supports FIDO2 technology. To enable FIDO2 support in the dedicated cloud infrastructure, customers need to provide RCDevs with a public DNS name that matches their domain name for the hosted cloud infrastructure. This ensures seamless integration and functionality of FIDO2 technology.
- > With both infrastructures, all clients integrations must present a valid client/server SSL certificate or an API key issued by your WebADM tenant.

## 2. Create your tenant according to your needs

To create your tenant, please follow the steps below:

1. Go to the following [link](#), This will take you to the **OpenOTP Cloud Tenant Registration** application.
2. Fill out the provided page with your information.

## OpenOTP Cloud Tenant Registration



Use this form to create your FREE OpenOTP Cloud Trial tenant. OpenOTP Cloud Trial tenants automatically expire after 30 days. For a yearly subscription, contact the [RCDevs Sales](#) team at any time.

### Administrator Information

Login Username:

Login Password:  


Confirm Password:


Email Address:


Language:  


### Organization Information


Company Name:


WebSite URL:    
(Optional)

Sender Email:    
(Optional)

Country:  

Time Zone:  

Max **OpenOTP** Users:  

Max **SpanKey** Hosts:  

Next

Provided by **RCDEV**S Security

- > **Login Username:** Enter the username you wish to assign to your administrator account. This account will be used later to log in to your tenant.
- > **Login Password:** Set a password for your administrator account.
- > **Email Address:** Provide a valid email address. This email will be used to confirm your tenant creation and receive information related to your tenant.
- > **Company Name:** Provide your company name (for production purposes).
- > **WebSite URL:** This is part of customization for your tenant. Provide your organization website which will appears in Web

Applications. (Optional)

- > **Sender\_email:** Provide the email address sender you want to use to receive mail triggered by the system. e.g. OTP received by mail, for mail registration links... If no email address is provided, the default sender will be set as [noreply@openotp.com](mailto:noreply@openotp.com). If you configure a sender, please ensure that your email server allow you to receive emails from this sender.
- > **Country:** Select the country that your organization belongs to.
- > **Time Zone:** Choose the correct time zone. This is important for accurate timestamping of your logs.
- > **Max OpenOTP Users:** Select the number of users you require for OpenOTP authentication.
- > **Max Spankey Hosts:** Choose the number of Spankey Servers you need.

Once you have filled in all the required information, click on the [Next](#) button.









Use this form to create your FREE OpenOTP Cloud Trial tenant. OpenOTP Cloud Trial tenants automatically expire after 30 days. For a yearly subscription, contact the [RCDevs Sales](#) team at any time.

#### Administrator Information

Login Username:	<input type="text" value="John"/>
Login Password:	<input type="password" value="....."/> 
Confirm Password:	<input type="password" value="....."/>
Email Address:	<input type="text" value="_support@rcdevs.com"/>
Language:	<input type="text" value="EN"/> 

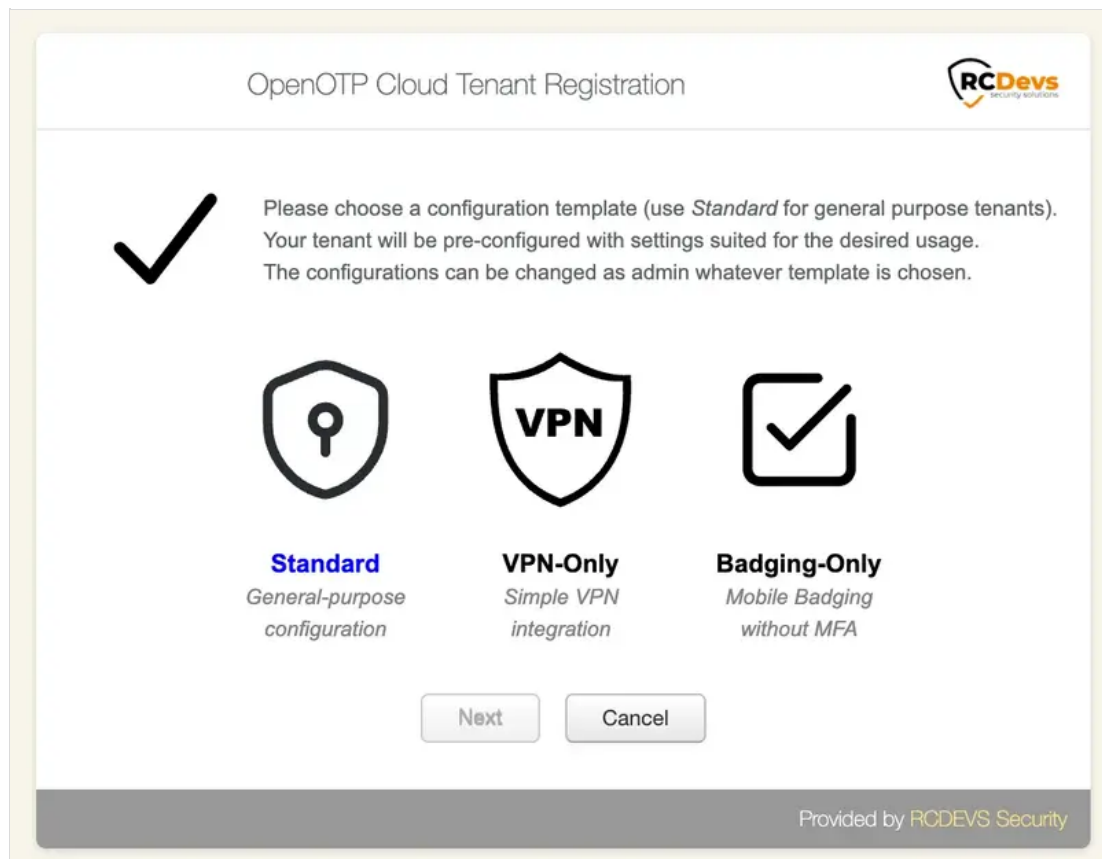
#### Organization Information

Company Name:	<input type="text" value="RCDevs Support"/>
WebSite URL: (Optional)	<input type="text" value="https://rcdevs.com"/> 
Sender Email: (Optional)	<input type="text" value="john.doe@rcdevs.com"/> 
Country:	<input type="text" value="Luxembourg"/> 
Time Zone:	<input type="text" value="Europe/Paris"/> 
Max <b>OpenOTP</b> Users:	<input type="text" value="50"/> 
Max <b>SpanKey</b> Hosts:	<input type="text" value="10"/> 

[Next](#)

Once you clicked [Next](#), you will be redirected to the following page:





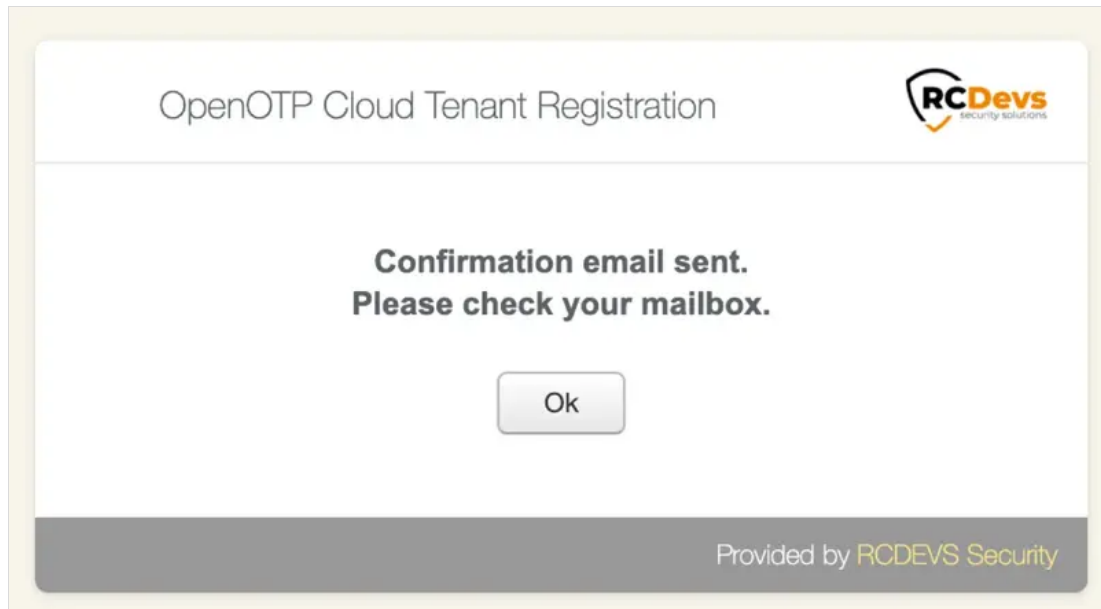
On the next page, you will be asked to choose a template that will be applied to your tenant. It's important to note that the choice of template is not permanent and can be reversed. The template configuration simply applies pre-configured settings based on your intended goals. You have the flexibility to modify the applied configuration later, including graphical elements, if you wish to test different scenarios or purposes.

You will be presented with three template choices on the next page. Here is a description of each template:

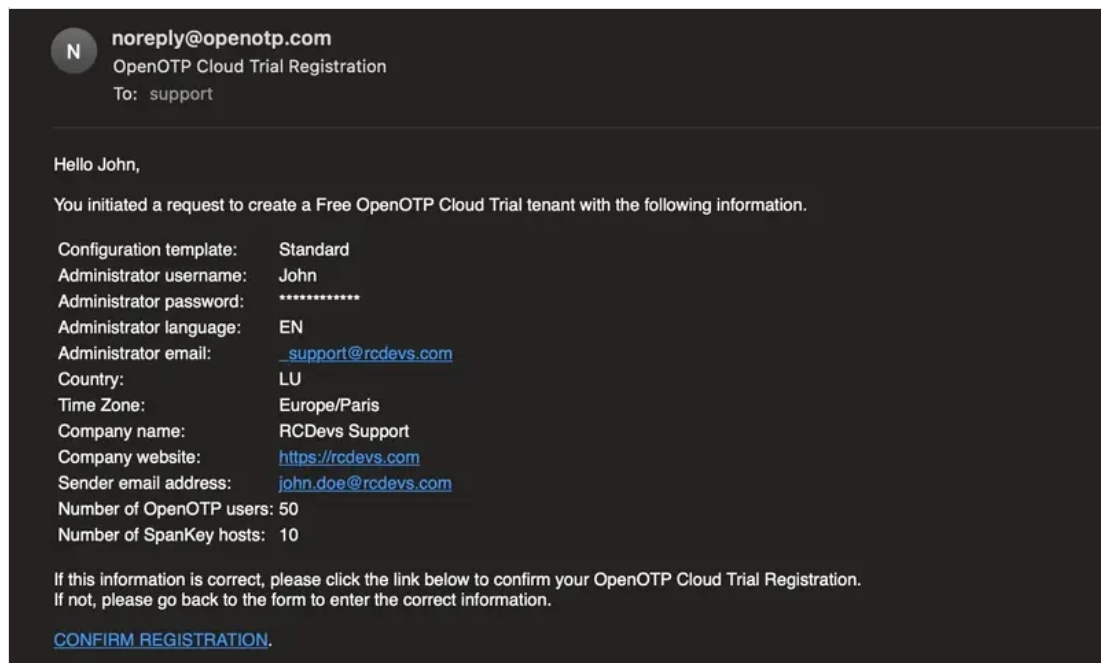
- > **Standard:** This template provides all the necessary features to test any kind of integration. It offers comprehensive functionality for a wide range of purposes.
- > **VPN-Only:** The VPN-Only template offers minimal features specifically designed for VPN integrations. If you are primarily focused on testing VPN-related functionalities, this template will provide you with the necessary tools.
- > **Badging-Only:** The Badging-Only template is suitable for virtual badging purposes. It offers minimal features specifically tailored for virtual badging scenarios.

For this documentation, we have chosen the Standard template, which will provide us with access to all the available RCDevs features. This template offers comprehensive functionality, allowing you to explore and test various integration options and capabilities provided by RCDevs.

Once you have selected your template, an email will be sent to the provided email address confirming your tenant creation. Please check your mailbox for this email. It may take a few moments for the email to arrive.



You should have been received an email as below:



Click on the [CONFIRMATION REGISTRATION](#) link provided in the email. To confirm your registration, you have to accept the terms and conditions once redirected on the following page and then click [Next](#) button:



Please read and accept the OpenOTP Cloud Terms and Conditions to continue.  
For any legal question please contact [RCDevs Sales](#).

This version of the contract has been published on May 19th, 2023.

This RCDevs SaaS License Agreement ("Agreement") executed by and between RCDevs Security SA having his principal place of business at 1 Boulevard du Jazz, L-4370, Esch-sur-Alzette, Luxembourg ("RCDevs") and You (the "Licensee", "You" and "Your") entitles the Licensee to use the RCDevs Service defined in clause 1 below, regardless of the means of transmission or delivery, subject to the terms and conditions mentioned below. RCDevs and the Licensee are here below collectively and individually referred to as the "Parties" or "Party".

**IMPORTANT: READ CAREFULLY:** By using RCDevs Service You fully accept the present Agreement. If You do not agree, You shall not use the RCDevs Service. If You are entering into this Agreement on behalf of a company, organization or other entity, You represent that you have such authority to bind such entity and are agreeing to this Agreement on behalf of such entity. If You do not have such authority to enter into this Agreement or do not agree with these terms and conditions, You and the entity you represent may not use the Services.

1. Definitions

"You" means the individual or legal entity to whom the license is granted.

"Documentation" means RCDevs' then-current technical and functional documentation for the RCDevs Service as made generally available by RCDevs.

I Accept the Terms and Conditions

Next

Cancel

Your cloud tenant will be created using the provided information. On the next screen, you have the confirmation that your tenant has been created and a recap. You can click [Login](#) button to access your tenant.

Connecting LDAP server... **Success**  
Creating tenant tree base... **Success**  
Creating administrator account... **Success**  
Copying template subtree..... **Success**  
Creating tenant configuration... **Success**

Your OpenOTP Cloud Trial tenant has been successfully created.  
It will automatically expire in **30 days** (unless extended)!  
Your tenant prefix is **BTI4FE** (required for support).

**You can login and administer your tenant here:** <https://fdn6jl.eu1.openotp.com/>

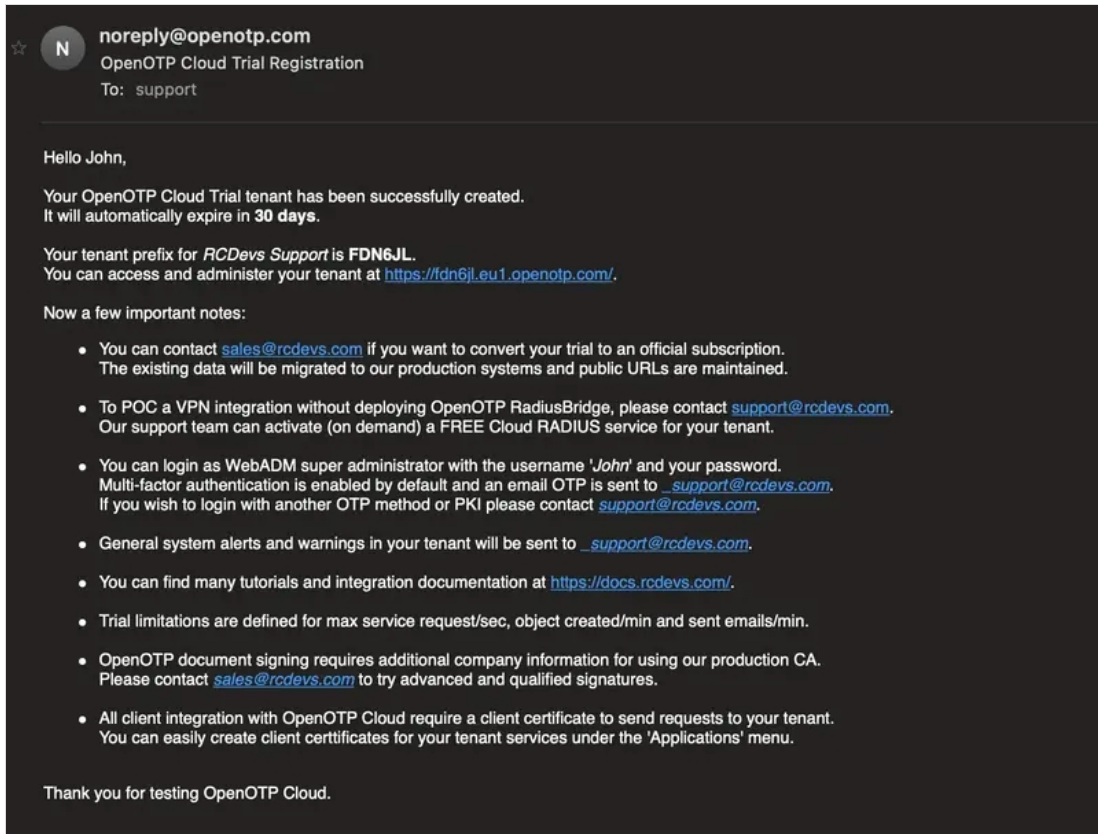
**Read this documentation to start with OpenOTP Cloud: [Standard QuickStart](#)**

Now a few important notes:

- You can contact [sales@rcdevs.com](mailto:sales@rcdevs.com) if you want to convert your trial to an official subscription. The existing data will be migrated to our production systems and public URLs are maintained.
- To POC a VPN integration without deploying OpenOTP RadiusBridge, contact [support@rcdevs.com](mailto:support@rcdevs.com). Our support team can activate (on demand) a FREE Cloud RADIUS service for your tenant.
- You can login as WebADM super administrator with the username 'admin' and your password. Multi-factor authentication is enabled by default and an email OTP is sent to [yoann@rcdevs.com](mailto:yoann@rcdevs.com). If you wish to login with another OTP method or PKI please contact [support@rcdevs.com](mailto:support@rcdevs.com).
- General system alerts and warnings in your tenant will be sent to [yoann@rcdevs.com](mailto:yoann@rcdevs.com).
- You can find many tutorials and integration documentation at <https://docs.rcdevs.com/>.
- Trial-only limitations are defined for max service request/sec, object created/min and sent emails/min.
- Pre-build VMs are available for on-premise RADIUS and LDAP Bridges ([Documentation Here](#)).
- OpenOTP document signing requires additional company information for using our production CA. Please contact [sales@rcdevs.com](mailto:sales@rcdevs.com) to try advanced and qualified signatures.
- All client integration with OpenOTP Cloud require a client certificate to send requests to your tenant. You can easily create client certificates for your tenant services under the 'Applications' menu.

Login

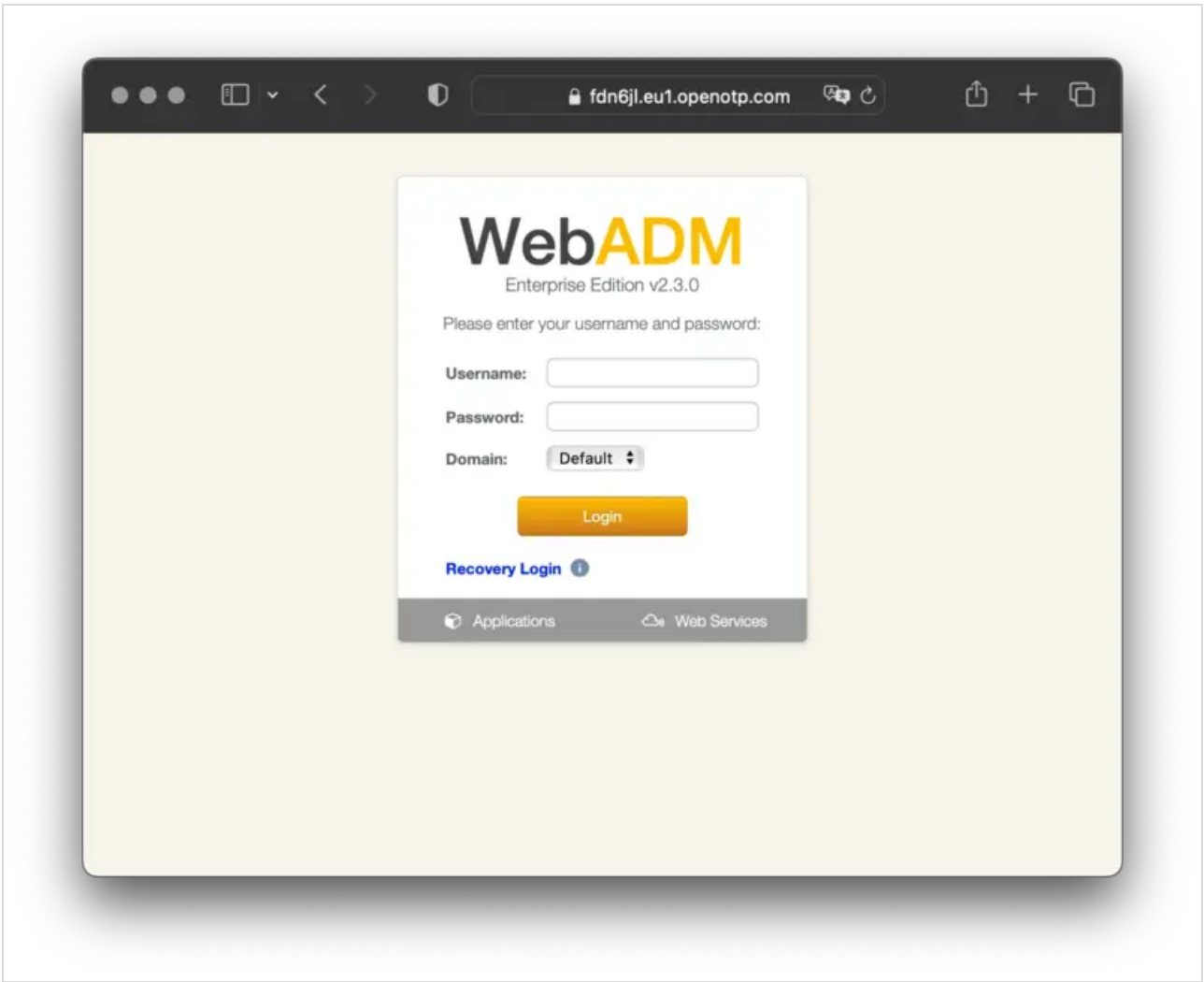
A confirmation of tenant creation is also received by email with all the information related to your tenant, documentation and email addresses.



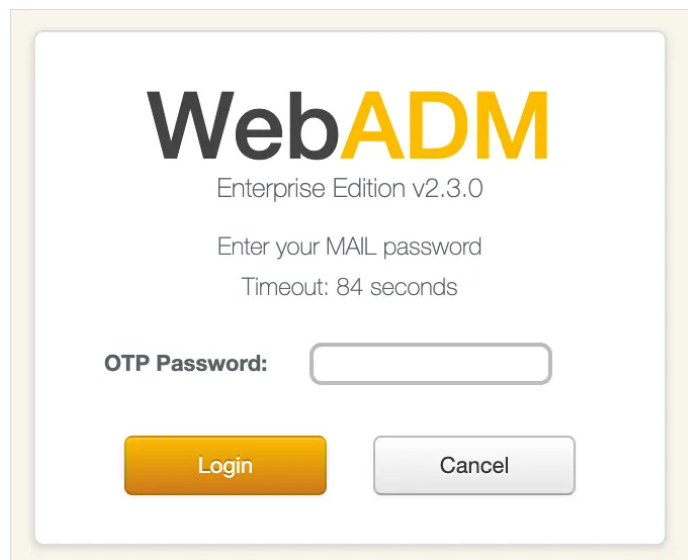
Congratulations, your tenant is now created and pre-configured.

### 3. Access your cloud tenant

Once you are on your tenant login page, you can log in on the portal with your Admin credentials provided during your tenant creation.



Once you submitted your credentials, an OTP is sent to the mail that you configured during the tenant creation. Check your mails and provide the OTP on the next page. You can notice that the sender is the one configured during the tenant creation. If you configured a custom sender for mails during the tenant creation process and the OTP sent by mail has not been received, check your junk or mail server configuration.



Once OTP password has been validated, you are logged in your tenant.

LDAP Server 2 (RCDevs Directory) ↻

**WebADM Enterprise Edition v2.3.0**  
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Home | Admin | Create | Search | Import | Databases | Applications | About | Logout

RCDevs Directory (3)

- cn=admin
- dc=WebADM
- ou=Users (1)
  - cn=MyFirstUser
- Create / Search  
Details / Check
- Create / Search  
Details / Check

Hello Admin (cn=admin)  
Connected as Super Administrator to webadm2.hosting

**License Details**

License Status: **Valid (Virtual)**  
 Hosted Tenant: **TRIALFDN6JL**  
 User Quota: 2 active users  
 Host Quota: 0 active host  
 Support Services: **Yes** (Generate a support ticket file)

**Activated Services**

Internal PKI Services: ✓ (no new certificate today)  
 Electronic Signature: ✓ (no signature & no seal today)  
 Mobile User Badging: ✓ (no user badging today)  
 Mobile Push Service: ✓ (no push sent today)  
 SMS Gateway Service: ✓ (no SMS sent today)  
 SMTP Email Relay: ✓ (5 email sent today)

**Application Status**

MFA Authentication Server: **Ok** (v2.2.4)  
 Shared Session Server: **Ok** (v1.1.0)  
 SMS Hub Server: **Ok** (v1.3.0)  
 SSH Public Key Server: **Ok** (v2.1.1)  
 OpenID & SAML Provider: **Not Configured**  
 Secure Password Reset: **Ok** (v1.3.0)  
 User Self-Service Desk: **Ok** (v1.4.0)  
 User Self-Registration: **Ok** (v1.4.0)

**Configurations Objects**

User Domains: **1** (Details)      Client Policies: **1** (Details)  
 Option Sets: **1** (Details)      Admin Roles: **0** (Details)

↓ Show More

## 4. Configure your tenant

Once authenticated in your tenant, you can start to configure it. You can re-edit/customize some tenant information by accessing **Admin** tab > **Tenant Configuration**.

LDAP Server 2 (RCDevs Directory)

**WebADM Cloud Edition v2.3.0 (Preview)**  
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Home **Admin** Create Search Import Databases Applications About Logout

WebADM Server Administration

WebADM v2.3.0 (64bit) running on server webadm2.openotp (nodid: 13ad823e) in Cluster Mode.

Server Version Details: WebADM/2.3.0 Apache/2.4.57 PHP/8.1.19 OpenSSL/1.1.1t  
 Internal Server Time: 2023-05-25 16:12:19 Europe/Paris (NTP check Ok)  
 WebADM Features: WebApps (Enabled), WebSrvs (Enabled), Manager (Enabled)  
 RCDevs Cloud Services: BASE, PUSH, SMS, PROOF (Connected)

Active LDAP Server: LDAP Server 2      Active SQL Server: SQL Server 2  
 Active Session Server: Session Server 2      Active PKI Server: PKI Server 2  
 Active Mail Server: SMTP Server 2

**User Domains (1)**  
Associate domain names with LDAP user search bases.

**Client Policies (1)**  
Define custom policy settings for consumer applications.

**Hosted Tenants (0)**  
Hosted customer tenant with dedicated LDAP subtree.

**LDAP Option Sets (1)**  
LDAP subtree customizations, alerts and badging features.

**Administrator Roles (0)**  
Create admin role templates for your 'other' administrators.

**LDAP Mount Points (0)**  
Connect secondary LDAP servers to the tree view.

**Licensing and Configurations**

- [Virtual License Details](#)
- [Tenant Configurations](#)
- [LDAP Server Details](#)
- [LDAP Server Schema](#)
- [Memory Usage Details](#)
- [Remote Manager Interface](#)
- [Config Object Statuses](#)
- [WebADM Base Settings](#)
- [Trusted CA Certificates](#)


**Runtime Actions**

- [Download Internal CA Certificate](#) ⓘ
- [Download External CA Certificate](#) ⓘ
- [Create Server or Client Certificate](#)
- [Create Web Service API Keys](#) ⓘ
- [Clear System & Application Caches](#) ⓘ
- [Clear Application Sessions & Work Data](#) ⓘ
- [Start User/Host Licence Count](#) ⓘ
- [Send Test Alert Email](#)

You will find in that menu, the information provided during the tenant creation but also the authentication settings to access your tenant. Be careful, with authentication configuration. The Admin user must be able to satisfy authentication requirements.

e.g: If you choose PKI, the admin account must have a certificate registered first. If you choose U2F, you must have a FIDO key registered on your admin account...



LDAP Server 2 (RCDevs Directory) 

**WebADM Enterprise Edition v2.3.0**  
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Home | Admin | Create | Search | Import | Databases | Applications | About | Logout

### Self Tenant Configuration

You can use this form to adjust some configurations for your WebADM Tenant (TRIALFDN6JL).  
**Please use with caution as some of the following setting might prevent you from login-in!**

#### Authentication Settings

Super Administrator:

Admin Portal Auth Mode:  ⓘ

Admin Login Policy:  ⓘ

Manager API Auth Mode:  ⓘ

Manager Client IPs:

#### System Settings

Time Zone:

Alert Email:  ⓘ

Alert Mobile:  ⓘ

User Level:

#### Organization Details

Organization Logo:  No file chosen ⓘ

Organization Sender:  ⓘ

Organization Website:  ⓘ

#### Email Signing

DKIM Private Key:  No file chosen ⓘ

DKIM Domain:

DKIM Selector:

From [Admin](#) tab, you can also have information regarding your license by accessing [Virtual License Details](#) menu:

Software License Details

---

**License Details**

License Status: **Valid**

License Type: Virtual (Tenant sub-license)

Issued By: RCDevs Security

Issued To: RCDevs Support (TRIALFDN6JL)

License Valid From: 11/05/2023 (Ok - Valid since 0 days)

License Valid Until: 10/06/2023 (Ok - Expires in 30 days)

Licensed Products: 8 (OpenID, PwReset, SelfDesk, SelfReg, Open...)

Signature Credits: 20

SMS Credits: 15

---

**Product OpenOTP**

Maximum Users: 50 (Ok - 2 active users)

Maximum Hosts: [Not Limited]

Allowed Options: AUTH, SIGN, VOICE, BADGE

---

**Product SpanKey**

Maximum Users: [Not Limited]

Maximum Hosts: 10 (Ok - 0 active hosts)

Allowed Options: AUTH, SIGN, VOICE, BADGE

---

## 5. Set up your integration(s)

This documentation does not cover the integration setup due to the availability of three templates. Configuration steps may vary depending on the chosen template. For specific instructions on configuring different features based on the template you selected, please refer to the following descriptions and links.

### 5.1 Standard template

In the Standard template, we demonstrate how to configure:

- > MFA Authentication for Windows Login.

[Standard template documentation](#)

### 5.2 VPN-Only template

In the VPN-Only template, we demonstrate how to configure a VPN over RADIUS with and without the VM bridge. Keep in mind that for RADIUS integrations, it is highly recommended to use our [OpenOTP Cloud Bridge VM](#) or deploy the [Radius Bridge](#) service in your network.

## 5.3 Badging template

In the Badging-Only template, we demonstrate how to configure and use the virtual mobile badging feature with RCDevs cloud solutions.

### [Badging-Only documentation](#)

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