

WHEEL FUDO PAM 3.8 - User Portal Manual

Release is not supported

Wheel Systems

07.12.2023

| \sim | | . / | ٠ |
|--------|-----|-------|---|
| Sp | วเร | treśc | I |

| 1 | About documentation | 1 |
|----------|--|---|
| 2 | System overview | 2 |
| 3 | Logging into the User Portal | 4 |
| 4 | Displaying passwords | 6 |
| 5 | Displaying passwords history | 8 |
| 6 | Establishing connections6.1Connecting over RDP on Microsoft Windows 7 and 106.2Connecting over RDP on Mac OS X6.3Connecting over RDP on Ubuntu Linux6.4Connecting over SSH on Microsoft Windows 7 and 106.5Connecting over SSH on Mac OS | 10 10 13 16 18 21 |
| 7 | Requesting access to safe | 24 |
| 8 | Authentication | 26 |
| 9 | Troubleshooting | 27 |

About documentation

Conventions and symbols

This section covers conventions used throughout this documentation.

italic

Uster interface elements.

example

Example value of a parameter, API method name or code example.

Note: Note. Additional information closely reletad with described topic, e.g. suggestion concerning given procedure step; additional conditions which have to be met.

Warning: Warning. Essential information concerning system's operation. Not adhering to this information may have irreversible consequences.

System overview

| FUDO | | | | | | | User menu | admin 🗸 |
|------------------|-------|--------|-----------|------------------|---------------|------------------|---------------|---------|
| ACCOUNTS | _ | | | | | | Coder Intella | |
| - AUTHENTICATION | 📕 🗐 L | IST OF | ACCOU | NTS | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| | 0 | Show a | iccount p | assword | RDP | 10.0.8.61:2222 | rdp | RDP |
| | | SSH | regular | SSH | | 127.0.0.1:22 | | |
| | 0 | Sho | w passwo | ords history | SSH | 10.0.8.61:24 | ssh | SSH |
| | | -Cor | nect to s | erver using sele | cted listener | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

User portal enables initiating connections with monitored servers available to the logged in user.

The system also enables viewing the password to selected accounts and browsing passwords history to accounts managed by FUDO's password vault module.

| • | | | | | |
|------------------|--|---------|----|----------|------|
| Fudo | PASSWORD HISTORY FOR: RDP | admin 🗸 | | | |
| ACCOUNTS | Changed | | | | |
| - AUTHENTICATION | May 20, 2016, 1:12 p.m. | | | | |
| | May 20, 2016, 11:18 a.m. Display selected password — | | | PROTOCOL | SAFE |
| | May 20, 2016, 11:18 a.m. | ۲ | 89 | | |
| | May 20, 2016, 11:18 a.m. | ۲ | | rdp | RDP |
| | May 20, 2016, 11:18 a.m. | ۲ | | | 1.01 |
| | May 19, 2016, 5:35 p.m. | ۲ | | ssh | SSH |
| | May 19, 2016, 5:35 p.m. | ۲ | | | 5511 |
| | May 19, 2016, 5:35 p.m. | ۲ | | | |
| Load consecutive | e password history entries | ۲ | | | |
| | CLOSE | | | | |
| | Close window | | | | |

Logging into the User Portal

Note: User Portal is compatible with the following web browsers:

- Google Chrome, Mozilla Firefox, Internet Explorer for Microsoft Windows.
- Google Chrome, Mozilla Firefox for Ubuntu.
- Google Chrome, Mozilla Firefox, Safari dla systemu operacyjnego Mac OS X.
- 1. Open web browser and direct it to the IP address of the User Portal.

Note: You can obtain the IP address from your system administrator.

- 2. Accept the security alert exception to display the login page.
- 3. Enter the username, password and click LOGIN.

| Fudo |
|--|
| Username |
| Password |
| LOGIN |
| SUPPORT: +48 22 10 06 709 support@wheelsystems.com |
| WHEEL Systems Sp. 2 o.o. Al. Jerozolimskie 178 02-486 Warszawa Phone: +48 22 10 06 700 Fax: +48 22 10 06 701 |

| List of accounts and ass | ociated listeners | | | | | User menu | dmin 🗸 |
|--------------------------|-------------------|-----------|-----------------------------------|-----------------------------------|------------------|-----------|--------|
| ACCOUNTS | 🗐 LIST OF | ACCOL | JNTS | | | | |
| Password change | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| | Show a | account p | password | RDP | 10.0.8.61:2222 | rdp | RDP |
| | ssh | regular | SSH | | 127.0.0.1:22 | | |
| | | | ords history server using sele | <mark>ssн</mark> cted listener | 10.0.8.61:24 | ssh | SSH |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Ubuntu Linux

Displaying passwords

- 1. Select ACCOUNTS.
- 2. Find account to which password you want to view.

| 3. Click 🥙 icon. | | | | | | | | |
|------------------|------|--------|----------|-------------|----------|------------------|----------|--------|
| Fudo | | | | | | | a | dmin 🗸 |
| ACCOUNTS | 🗐 LI | ST OF | ACCOU | NTS | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| | • | Show a | ccount p | assword | RDP | 10.0.8.61:2222 | rdp | RDP |
| | •= | SSH | regular | SSH | | 127.0.0.1:22 | | |
| | 0 | | | | SSH | 10.0.8.61:24 | ssh | SSH |

4. Confirm password display request.

| Fudo | | | | admin \vee | | | | |
|------------------|-----|-------|---------|--------------|----------|------------------|----------|------|
| ACCOUNTS | | | C | LOSE SHOW | | | | |
| - AUTHENTICATION | | 01.01 | A0000 | | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | ۵ 🔳 | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| | 0 | | | | RDP | 10.0.8.61:2222 | rdp | RDP |
| | ۵ 🏾 | SSH | regular | SSH | | 127.0.0.1:22 | | |
| | 0 | | | | SSH | 10.0.8.61:24 | ssh | SSH |
| | | | | | | | | |
| | | | | | | | | |

Displaying passwords history

- 1. Select ACCOUNTS.
- 2. Find account which passwords history you want to view.

| 3. Click icon. | | | | | | | | |
|------------------|---------------|------|---------|-------------|----------|------------------|----------|--------|
| Fudo | | | | | | | а | dmin 🗸 |
| ACCOUNTS | B (11) | | ACCOUI | Te | | | | |
| - AUTHENTICATION | | | | 113 | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | • | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| | 0 | | | | RDP | 10.0.8.61:2222 | rdp | RDP |
| | | SSH | regular | SSH | | 127.0.0.1:22 | | |
| | 0 | Show | passwor | ds history | SSH | 10.0.8.61:24 | ssh | SSH |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

4. Confirm passwords history display request.

| FUDO | | Are y | you sure you w | | admin 🗸 | | | |
|------------------|-----|-------|----------------|-------------|----------|------------------|----------|------|
| ACCOUNTS | | | C | LOSE SHO | N | | | |
| - AUTHENTICATION | | | A0000 | in to | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | ۵ 🔳 | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| | 0 | | | | RDP | 10.0.8.61:2222 | rdp | RDP |
| | ⊛≣ | SSH | regular | SSH | | 127.0.0.1:22 | | |
| | 0 | | | | SSH | 10.0.8.61:24 | ssh | SSH |
| | | | | | | | | |

5. Click O to view selected password.

| Fudo | PASSWORD HISTORY FOR: RDP | admin 🗸 | | |
|------------------|--|----------|-------|--|
| ACCOUNTS | Changed | | | |
| - AUTHENTICATION | May 20, 2016, 1:12 p.m. | | | |
| | May 20, 2016, 11:18 a.m. Display selected password | PROTOCOL | SAFE | |
| | May 20, 2016, 11:18 a.m. | TROTOGOL | 0.012 | |
| | May 20, 2016, 11:18 a.m. | rdp | RDP | |
| | May 20, 2016, 11:18 a.m. 🔹 | TOP | NOF | |
| | May 19, 2016, 5:35 p.m. | ssh | SSH | |
| | May 19, 2016, 5:35 p.m. | aan | 3311 | |
| | May 19, 2016, 5:35 p.m. | | | |
| Load consec | utive password history entries | | | |
| | LOAD MORE | | | |
| | CLOSE | | | |
| | Close window | | | |
| | | | | |

Establishing connections

6.1 Connecting over RDP on Microsoft Windows 7 and 10

- 1. Log in to the User Portal and select ACCOUNTS.
- 2. Find desired account and server.

| Fudo | | | | | | User menu | dmin 🗸 |
|----------------------------|----------|----------|---------------|----------|------------------|-----------|--------|
| ACCOUNTS AUTHENTICATION | LIST OF | ACCOU | INTS | | | | |
| | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| • | Show a | ccount p | assword | RDP | 10.0.8.61:2222 | rdp | RDP |
| - | SSH | regular | SSH | | 127.0.0.1:22 | | |
| • | Sho | w passw | ords history | SSH | 10.0.8.61:24 | ssh | SSH |
| | | | | | | | |
| 3. Select desired listener | and clic | k O | icon. | | | | |
| Note: | | | | | | | |
| • The list contains both | interna | l and e | external list | ening ad | dresses. | | |

• In case there is the request form. icon displayed next to the safe instead of the request form.

4. Click CONNECT to launch client application appropriate for selected listener with connection parameters forwarded.

| Fudo | | CONNECT USING LISTENER: RDP | | | | |
|------------------|-------------------|--|----------|------|--|--|
| ACCOUNTS | PASSWORD | 0a37a70e-bc2e-8739-27e1-2ddaad3fb779 | | | | |
| - AUTHENTICATION | SERVER NAME | RDP | | | | |
| | ADDRESS | 10.0.8.61:2222 | PROTOCOL | SAFE | | |
| | SAFE | RDP 89 | rdp | RDP | | |
| | TLS CERTIFICATE | c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:{ | Idp | RUP | | |
| | SERVER PUBLIC KEY | 56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1 | ssh | SSH | | |
| | COMMAND | xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 / | | | | |
| | | CLOSE | | | | |
| | | Connect to server | | | | |

5. Save the connection definition file or launch a dedicated RDP protocol client.

| Fudo | | COI | NNECT USING LISTENER: RDP-listener | | | test 🗸 | |
|-------------|--|--------------------------------|--|---------------|------------------|--------|-----------|
| ACCOUNTS PA | SSWORD | | b675a5bd-04b6-81fc-6fc5-2d067bf17310 | 286 s | | | |
| | SERVER NAME ADDRESS SAFE | | RDP | | | | |
| AD | | | 10.0.150.150:4000 | ST | PROTOCOL | SAFE | |
| SA | | | it's safe | 0.40.100:3389 | | | |
| | S CERTI | | Opening fudo.rdp | SHA1 | 0.150.150:4000 | rdp | it's safe |
| | You have chosen to open: | | | SHAT | 0.1.35:22 | | |
| co | OMMANI | fudo.rdp which is: rdp File | | 17310 /J | 0.150.150:222 | ssh | it's safe |
| | | from: https://10 | | | 0.235.3:22 | | |
| | What should Firefox do with this file? Open with Choose Save File Do this automatically for files like this fr | | efox do with this file? | | 0.150.150:122 | ssh | it's safe |
| • | | | Choose | | 10.0.235.3:22 | | |
| 0 | | | natically for files like this from now on. | | 10.0.150.150:124 | ssh | it's safe |
| • | pw- | | | | 10.0.235.3:22 | | |
| • | | | Cancel OK | | 10.0.150.150:125 | ssh | it's safe |
| | | | | | | | |

Note:

- Google Chrome will automatically save the file.
- Select the Always open this file type option to automatically start the client app.

| | @ ≡ | pw-user12 |
|----------------|--------------------------------|-----------|
| | Open | |
| | Always open files of this type | pw-user9 |
| | Show in folder | |
| | Cancel | |
| sido (6).rdp 💀 | ~ | |

6. Click *Connect* in the RDP client app window.

| Fudo | C | | | test 🗸 | | |
|------------------|--|---|-------|-------------------------------|----------|-----------|
| | PASSWORD | 5d929d61-eb8b-0f1a-d4ba-280d915119ed | 282 s | | | |
| ← AUTHENTICATION | SERV Bremote Desktop Conr | this remote connection can't be identified. Do you want to | | т | PROTOCOL | SAFE |
| | SAFE This remote connection com | This remote connection could harm your local or remote computer. Do not connect unless you know | | .40.100:3389 .150.150:4000 | rdp | it's safe |
| | TLS C Publisher: Type: Remote compu | Unknown publisher Remote Desktop Connection ter: 10.0.150.150 | 1 | .1.35:22 | ssh | it's safe |
| | COMN Don't ask me again for a Show Details | connections to this computer Connect Cancel | | .130.150:222 | 5511 | n's sale |
| | | regular SSH-passwd | 10. | .150.150:122 .0.235.3:22 | ssh | it's safe |

7. Click OK in the credentials prompt window without providing the password.

| Fudo | | CONNECT USING LISTENER: RDP-listener | | | test 🗸 | |
|------------------|-----------|--|---------|---------------------------|----------|-----------|
| ACCOUNTS | PASSWOR | Windows Security | 168 s | | | |
| - AUTHENTICATION | SERVER N | Enter your credentials These credentials will be used to connect to 10.0.150.150. | | | | |
| | ADDRESS | 5d929d61-eb8b-0f1a-d4b Password | | T .40.100:3389 | PROTOCOL | SAFE |
| | TLS CERTI | Use another account | SHA1 | .150.150:4000 .1.35:22 | rdp | it's safe |
| | COMMANI | Remember my credentials | 15119ed | .150.150:222 | ssh | it's safe |
| | | OK Cancel | | .235.3:22 | | |
| | | | | .150.150:122 | ssh | it's safe |
| | ا ≣ ⊛ | ow-user12 regular SSH-passwd | 10 | .0.235.3:22 | | |

8. Click Yes to connect to the server despite the certificate alert.

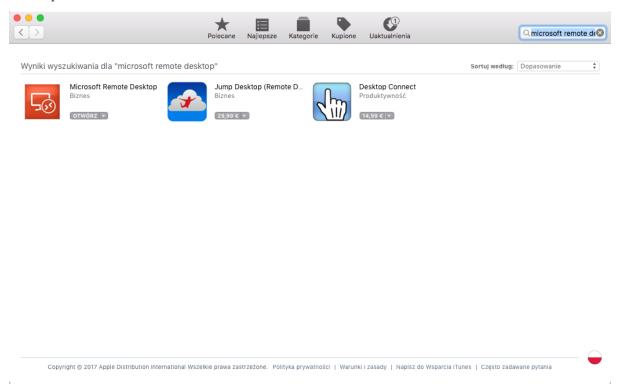
| | | · | | | | | | |
|------------------|--------------|---|----------|---------------|----------|-----------|--|--|
| ACCOUNTS | PASSWORD | Remote Desktop Connection The identity of the remote computer cannot be verified. Do you want to connect anyway? | 111 s | | | | | |
| - AUTHENTICATION | SERVER NAMI | The remote computer could not be authenticated due to problems with its security certificate. It may be unsafe to proceed. | | | | | | |
| | ADDRESS | Requested remote computer: 10.0.150.150 | | т | PROTOCOL | SAFE | | |
| | SAFE | Name in the certificate from the remote computer: eloelo.com | | .40.100:3389 | | | | |
| | | Certificate errors | | .150.150:4000 | rdp | it's safe | | |
| | TLS CERTIFIC | The following errors were encountered while validating the remote computer's certificate: | SHA1 | .1.35:22 | | | | |
| | COMMAND | 1 The server name on the certificate is incorrect. | 915119ed | .150.150:222 | ssh | it's safe | | |
| | | A The certificate is not from a trusted certifying authority. | | .235.3:22 | | | | |
| | | Do you want to connect despite these certificate errors? | | .150.150:122 | ssh | it's safe | | |
| | 🏽 💼 pw- | Don't ask me again for connections to this computer | 10. | 0.235.3:22 | | | | |
| | 0 | View cerbificate Yes No | 10. | 0.150.150:124 | ssh | it's safe | | |
| | ⊛≣ pw- | user9 regular SSH-passwd | 10. | 0.235.3:22 | | | | |

Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Ubuntu Linux

6.2 Connecting over RDP on Mac OS X

Note: To establish RDP connections on Mac OS X, download and install *Microsoft Remote Desktop*.



- 1. Log in to the User Portal and select ACCOUNTS.
- 2. Find desired account and server.

| Fudo | | | | | | | User menu | idmin ~ | | | | |
|------------------------|------------------|---------|------------|------------------|---------------|------------------|-----------|---------|--|--|--|--|
| ACCOUNTS | | | ACCOU | INTS | | | User menu | | | | | |
| - AUTHENTICATION | LIST OF ACCOUNTS | | | | | | | | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE | | | | |
| | | RDP | regular | RDP | | 10.0.40.203:3389 | | | | | | |
| | 0 | Show a | account p | assword | RDP | 10.0.8.61:2222 | rdp | RDP | | | | |
| | | SSH | regular | SSH | | 127.0.0.1:22 | | | | | | |
| | 0 | Sho | w passw | ords history | SSH | 10.0.8.61:24 | ssh | SSH | | | | |
| | | — Cor | nnect to s | erver using sele | cted listener | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | 5 | | | | | | | | | |
| 3. Select desired list | tener ar | nd clic | k 💙 | icon. | | | | | | | | |
| | | | | | | | | | | | | |
| Note: | | | | | | | | | | | | |
| 1000. | | | | | | | | | | | | |

- The list contains both internal and external listening addresses.
- In case there is the condisplayed next to the safe instead of the condition, you must fill in access request form.
- 4. Click CONNECT to launch client application appropriate for selected listener with connection parameters forwarded.

| Fudo | | CONNECT USING LISTENER: RDP | admin 🗸 | | |
|------------------|-------------------|--|----------|------|--|
| ACCOUNTS | PASSWORD | 0a37a70e-bc2e-8739-27e1-2ddaad3fb779 | | | |
| - AUTHENTICATION | SERVER NAME | RDP | | | |
| | ADDRESS | 10.0.8.61:2222 | PROTOCOL | SAFE | |
| | SAFE | RDP 89 | rdp | RDP | |
| | TLS CERTIFICATE | c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:{ | ταμ | RUF | |
| | SERVER PUBLIC KEY | 56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1 | ssh | SSH | |
| | COMMAND | xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 / | | | |
| | | CLOSE | | | |
| | | Connect to server | | | |

5. Save the connection definition file or launch a dedicated RDP protocol client.

| FUDO | co | | | test ~ | | |
|----------------|-----------------------------------|--|----------|------------------|----------|-----------|
| ACCOUNTS PASSW | ORD | b675a5bd-04b6-81fc-6fc5-2d067bf17310 | 286 s | | | |
| | NAME | RDP | | | | |
| ADDRES | SS | 10.0.150.150:4000 | | ST | PROTOCOL | SAFE |
| SAFE | | it's safe | | 0.40.100:3389 | | |
| | | Opening fudo.rdp | | 0.150.150:4000 | rdp | it's safe |
| TLS CE | RTI You have choser | en to open: | | 0.1.35:22 | | |
| Сомма | ANI Studo.rdp which is: rdp Fi | 1. | 17310 /J | 0.150.150:222 | ssh | it's safe |
| | from: https://1 | | | 0.235.3:22 | | |
| | What should Fire | efox do with this file? | | 0.150.150:122 | ssh | it's safe |
| @≣ | pw Open with Save File | Choose | | 10.0.235.3:22 | | |
| 0 | Do this auto | matically for files like this from now on. | | 10.0.150.150:124 | ssh | it's safe |
| | pw | | | 10.0.235.3:22 | | |
| • | | Cancel OK | | 10.0.150.150:125 | ssh | it's safe |

Note:

- Google Chrome will automatically save the file.
- Select the Always open this file typ option to automatically start the client app.

| | Open |
|-----------|--------------------------------|
| | Always Open Files of This Type |
| | Show in Finder |
| rdp_3.rdp | Cancel |

6. Click *Continue* to accept the certificate and initiate connection with selected server.

| R | You are connecting to RDP host "10.0.60.1"! The certificate could not be verified back to a root certificate. Your connection might not be secure, do you want to continue? |
|----------------------|--|
| Always trust | "w2012r2.testdomain.local" |
| 😂 w2012r2. | testdomain.local |
| | |
| | 0 |
| Certificate But 🍅 | w2012r2.testdomain.local Self-signed root certificate Expires: wtorek, 5 kwietnia 2067 16:14:11 Czas środkowoeuropejski letni A This certificate has not been verified by a third party |
| ▼ Trust | |
| When u | ising this certificate: 🛛 Use System Defaults ᅌ ? |
| | Hide Certificate Cancel Continue |
| | |

Related topics:

- Connecting over RDP on Microsoft Windows 7 and 10
- Connecting over RDP on Ubuntu Linux

6.3 Connecting over RDP on Ubuntu Linux

Note: Establishing RDP connections on Ubuntu 16.04 LTS requires installing **xfreerdp**. Execute **sudo apt-get install freerdp-x11**, to install it before proceeding with connecting over RDP protocol.

- 1. Log in to the User Portal and select ACCOUNTS.
- 2. Find desired account and server.

| Fudo | | | | | | | User menu | dmin 🗸 |
|------------------|---|---------|------------|--------------------|--------------|------------------|-----------|--------|
| ACCOUNTS | 8 | | | | | | | |
| - AUTHENTICATION | | ST OF A | | 115 | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| | 0 | Show ac | count pa | ssword | RDP | 10.0.8.61:2222 | rdp | RDP |
| | | SSH | regular | SSH | | 127.0.0.1:22 | | |
| | 0 | Show | passwoi | rds history | SSH | 10.0.8.61:24 | ssh | SSH |
| | | Conr | iect to se | erver using select | ted listener | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

3. Select desired listener and click \bigcirc icon.

Note:

- The list contains both internal and external listening addresses.
- In case there is the icon displayed next to the safe instead of the icon, you must fill in access request form.
- 4. Click *CONNECT* to launch client application appropriate for selected listener with connection parameters forwarded.

| Fudo | | CONNECT USING LISTENER: RDP | ad | min ~ |
|------------------|-------------------|--|----------|-------|
| ACCOUNTS | PASSWORD | 0a37a70e-bc2e-8739-27e1-2ddaad3fb779 | | |
| - AUTHENTICATION | SERVER NAME | RDP | | |
| | ADDRESS | 10.0.8.61:2222 | PROTOCOL | SAFE |
| | SAFE | RDP | 89 | RDP |
| | TLS CERTIFICATE | c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:{ | rdp | RDP |
| | SERVER PUBLIC KEY | 56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1 | ssh | SSH |
| | COMMAND | xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 / | | |
| | | CLOSE | | |
| | | Connect to server | | |

5. Copy generated string.

| Fudo | c | CONNECT USING LISTENER: | ad | dmin ~ |
|------------------|-------------------|---|----------|--------|
| ACCOUNTS | PASSWORD | 0a37a70e-bc2e-8739-27e1-2ddaad3fb779 | | |
| - AUTHENTICATION | SERVER NAME | RDP | | |
| | ADDRESS | 10.0.8.61:2222 | PROTOCOL | SAFE |
| _ | SAFE | RDP 89 | | RDP |
| _ | TLS CERTIFICATE | c7:25:bf:64:75:de:f9:06:7c:42:ed:f1:33:1d:1f:f SHA1 | rdp | RDP |
| _ | SERVER PUBLIC KEY | 56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: | ssh | SSH |
| _ | COMMAND | xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 / | | |
| | • | CLOSE Copy command | | |

6. Execute command in terminal window.

Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Microsoft Windows 7 and 10

6.4 Connecting over SSH on Microsoft Windows 7 and 10

Note: To automatically initiate SSH connections you must install PuTTY and configure association between client the app and the SSH protocol. To do the latter it is advised to install WinSCP, which will perform necessary configuration changes. Both programs must be in their 32-bit versions.

1. Download and install WinSCP.

https://winscp.net/download/WinSCP-5.9.5-Setup.exe

Note: Verify the checksum value to make sure that the integrity of the binary file has not been compromised.

2. Download and install PuTTY.

https://winscp.net/download/putty-0.68-installer.msi

Note:

- Install PuTTY in the default installation location: C:\Program Files (x86)\PuTTY\.
- During installation select default features set.

| PuTTY release 0.68 Setup | - • • |
|--|--------|
| Product Features Select the way you want features to be installed. | |
| Install PuTTY files Add shortcut to PuTTY on the Desktop Put install directory on the PATH for command prompts Associate .PPK files with PuTTYgen and Pageant | |
| This feature requires 3181KB on your hard drive. | |
| Back | Cancel |

- 3. Log in to the User Portal.
- 4. Select ACCOUNTS.
- 5. Find desired account and server.

| Fudo | | | | | | | User menu | admin ~ |
|------------------|-------|--------|-----------|------------------|---------------|------------------|-----------|---------|
| ACCOUNTS | | | | | | | | |
| - AUTHENTICATION | E/ LI | STOF | ACCOU | NTS | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | | RDP | regular | RDP | | 10.0.40.203:3389 | | |
| | 0 | Show a | ccount p | assword | RDP | 10.0.8.61:2222 | rdp | RDP |
| | | SSH | regular | SSH | | 127.0.0.1:22 | | |
| | 0 | Sho | w passwo | ords history | SSH | 10.0.8.61:24 | ssh | SSH |
| | | -Con | nect to s | erver using sele | cted listener | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

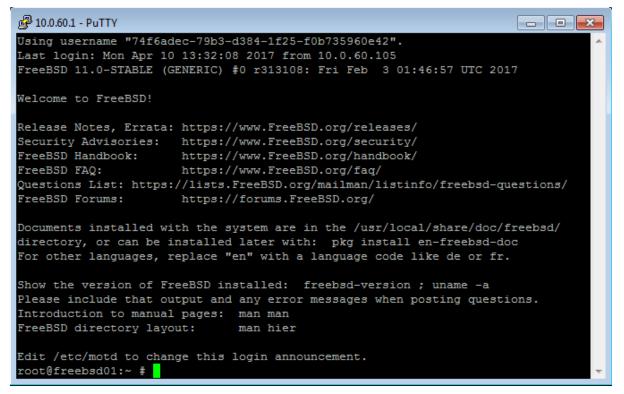
6. Select desired listener and click \bigcirc icon.

Note:

- The list contains both internal and external listening addresses.
- In case there is the icon displayed next to the safe instead of the \bigcirc icon, you must fill in access request form.
- 7. Click *CONNECT* to launch client application appropriate for selected listener with connection parameters forwarded.

| FUDO | | CONNECT USING LISTENER: | ad | min 🗸 |
|------------------|-------------------|--|----------|-------|
| ACCOUNTS | PASSWORD | 0a37a70e-bc2e-8739-27e1-2ddaad3fb779 | | |
| - AUTHENTICATION | SERVER NAME | RDP | | |
| | ADDRESS | 10.0.8.61:2222 | PROTOCOL | SAFE |
| | SAFE | RDP | rdp | RDP |
| | TLS CERTIFICATE | c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:{ | цр | tor |
| | SERVER PUBLIC KEY | 56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1 | ssh | SSH |
| | COMMAND | xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 / | | |
| | | CLOSE | | |
| | | Connect to server | | |

- 8. In the Launch application select WinSCP:SFTP, FTP, WebDAV and SCP and click Open.
- 9. The connection has been established.



Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Microsoft Windows 7 and 10
- Connecting over RDP on Ubuntu Linux

6.5 Connecting over SSH on Mac OS

- 1. Log in to the User Portal and select ACCOUNTS.
- 2. Find desired account and server.

| Fudo | | | | | | | User menu | dmin ~ |
|----------------|----------|---------|----------------------|---------------------|----------------|------------------------------------|-----------|--------|
| | 1 🖉 LI | ST OF / | ACCOU | NTS | | | User menu | |
| AUTHENTICATION | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | | | regular ccount pa | | RDP | 10.0.40.203:3389 10.0.8.61:2222 | rdp | RDP |
| | (| | | ssн ords history | SSH | 127.0.0.1:22 10.0.8.61:24 | ssh | SSH |
| | | -Con | nect to s | erver using sele | ected listener | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | ~ | | | | | |

3. Select desired listener and click \checkmark icon.

Note:

- The list contains both internal and external listening addresses.
- In case there is the icon displayed next to the safe instead of the icon, you must fill in access request form.
- 4. Click CONNECT.

| Fudo | | CONNECT USING LISTENER: RDP | а | dmin ~ |
|------------------|-------------------|---|----------|--------|
| ACCOUNTS | PASSWORD | 0a37a70e-bc2e-8739-27e1-2ddaad3fb779 | | |
| - AUTHENTICATION | SERVER NAME | RDP | | |
| | ADDRESS | 10.0.8.61:2222 | PROTOCOL | SAFE |
| | SAFE | RDP 89 | rdp | RDP |
| | TLS CERTIFICATE | c7:25:bf:64:75:dc:f9:06:7c:42:cd:f1:33:1d:1f:5 SHA1 | ιάμ | nor |
| | SERVER PUBLIC KEY | 56:88:9a:fc:9b:b1:0d:b6:f4:37:6c:6e:98:a4:77: SHA1 | ssh | SSH |
| | COMMAND | xfreerdp /u:0a37a70e-bc2e-8739-27e1-2ddaad3fb779 / | | |
| | | CLOSE CONNECT | | |

5. Click *Allow* to open the Terminal.

| <u> </u> | Terminal is opening an ssh connection to 10.0.150.150:122 for Google Chrome.app. Do you want to allow this? |
|----------|---|
| T t | This will reveal your user name and network address to the other computer. To avoid being warned in the future add it to the ssh list of known hosts. |
| | Allow Don't Allow |

6. The connection has been established.



Related topics:

- Connecting over RDP on Mac OS X
- Connecting over RDP on Microsoft Windows 7 and 10
- Connecting over RDP on Ubuntu Linux

Requesting access to safe

Note:

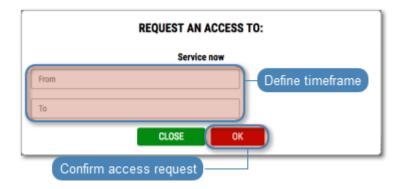
- Using this feature requires ServiceNow ticketing system.
- Usernames on Wheel Fudo PAM and *ServiceNow* must be the same to ensure correct requests processing.

To request access to safe, proceed as follows.

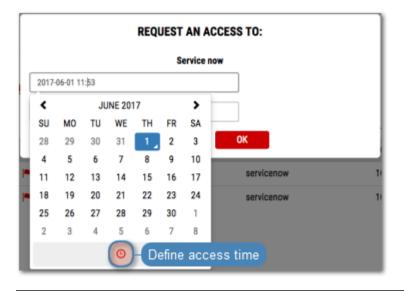
- 1. Log in to User Portal.
- 2. Find desired safe and click \square .

| Fudo | | | | | | | | admin 🗸 |
|------------------|------------|------------|-----------|--------------|------------|-----------------|----------|------------|
| ACCOUNTS | | | | | | | | |
| - AUTHENTICATION | <i>∎</i> L | IST OF A | CCOUN | ITS | | | | |
| | | NAME | TYPE | SERVER NAME | LISTENER | HOST | PROTOCOL | SAFE |
| | @ ;≣ | servicenow | regular | servicenow | | 10.0.235.3:22 | | |
| | | Request a | access to | o given safe | servicenow | 10.0.8.75:2222 | ssh | servicenow |
| | - H | | | | servicenow | 10.0.8.175:2222 | ssh | servicenow |
| | | | | | | | | |

3. Define time period and click OK.



Note: Click the \bigcirc icon to access time settings.



Authentication

Authentication provides an overview of authentication methods assigned to the logged in user.

Changing static password

- 1. Select AUTHENTICATION.
- 2. Provide old and new passwords and click $\it SAVE.$

| Fudo | | | admin 🗸 |
|----------------------|---------------------------------|-----------------|------------|
| ACCOUNTS Manage auth | entication methods | ICATION | |
| | EXTERNAL AUTHENTICATION SERVER: | AD 127.0.0.1:10 | |
| | OLD PASSWORD: | | |
| | REPEAT PASSWORD: | Sa | RESET SAVE |

Troubleshooting

| Problem | Symptoms and solution description |
|---------------------------|---|
| Cannot log in to the User | Symptoms: |
| Portal | • The user cannot log in. |
| | FUDD |
| | blaster |
| | Incorrect username or password. |
| | Password |
| | LOGIN |
| | Solution: |
| | • Make sure you are entering correct login credentials. |
| | |

- Contact system administrator to verify whether you have User Portal access privileges.
- Contact system administrator to verify the User Portal time policy settings.

| Problem | Symptoms and solution description |
|------------------------------|---|
| Accounts list is missing ob- | Solution: |
| jects. | • Contact your system administrator to make sure you have access to required safes. |
| | Symptoms: |
| | • Cannot connect to selected server. |
| | Reason: connection takes place outside the timeframe defined |
| | by the access time policy. |
| | Solution: contact system administrator to verify your time po- |
| | licy settings. |