# SERVICE**PRO** Cloud9

*Cloud9 AD Pass-through Authentication* 

Help Desk Technology International Corporation

http://www.servicepro.solutions

#### **Overview**

This document outlines how to set up AD Pass-through Authentication for Cloud9.

AD Pass-through Authentication in Cloud9 can be accessed from the Windows Login button, located at the bottom of the Cloud9 Login section.



#### **Pre-requisite Settings on the Web Server**

In order for ServicePRO Cloud9 AD pass through to work, the following settings need to be modified in the Web server where all the ServicePRO portals are installed.

1) Change the authentication **Identity** in the Application pool for ServicePRO Cloud9 **HSCloud9Pool** to **ApplicationPoolIdentity.** 

	₩ Go + 🦕	Show All Gro	oup by: No Groupi	ng 🔹		
Name 📩	Status	.NET CLR V	Managed Pipel	Identity	Applications	
INET v4.5	Started	v4.0	Integrated	ApplicationPoolIdentity	0	
.NET v4.5 Classic	Started	v4.0	Classic	ApplicationPoolIdentity	0	
🗊 DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolIdentity	2	
🗊 HsCloud9Pool	Started	v4.0	Integrated	ApplicationPoolldentity	1	
🗊 HSPwdResetPool	Started	v4.0	Integrated	TECH01\administrator	1	
HSServicPROPool	Started	v4.0	Integrated	TECH01\Administrator	1	
HSServicPROPool.Service	Started	v4.0	Integrated	TECH01\administrator	1	

2) In the Cloud Virtual Directory, make sure **Physical Path Credentials** are set to use Application User(pass-through authentication)

	Ad	vanced Settings		?	x
4	(General) Application Pool Physical Path	HsCloud9Pool C:\HelpSTAR\HSSITES\S	ervicePRO.Cloud9\		
	Physical Path Credentials	CL T 1			
	Physical Path Credentials Logon Type	ClearText			
	Vietural Dette	Faise			
	Pobwier	/ Enduser			
4	Enabled Protocols	http			
Pt [u pa	<b>nysical Path Credentials</b> sername, password] Credentials for the user ider th for the virtual directory.	ntity that should be impersonated	d when accessing the	physic	al
			ОК	Canc	el
	Connect	As ?	×		
P	ath credentials:				
C	Specific user:				
Ŭ					
		Set			
۲	Application user (pass-through authen	tication)			
		OK Cance			



3) On the Cloud9 Virtual Directory, both **Anonymous** and **Windows Authentication** should be enabled. **Form Authentication** is not supported and therefore should be disabled.

Authentication		
Group by: No Grouping -		
Name	Status	Response Type
Anonymous Authentication	Enabled	
ASP.NET Impersonation	Disabled	
Forms Authentication	Disabled	HTTP 302 Login/Redirect
Windows Authentication	Enabled	HTTP 401 Challenge

4) Next, for **Windows Authentication**, **Negotiate** should be moved to top of the Enabled Providers listing, rather than **NTLM**. The providers should already be arranged in this order by default unless it was changed manually.

Negotiate		Move Up
NILM		Move Down
		Remove
Select a provider from to add it to the enable	the list of available providers and c	lick Add
Select a provider from to add it to the enable Available Providers:	the list of available providers and c d providers.	lick Add

- 5) Under Advanced Settings for Windows Authentication, ensure settings appear as shown below.
  - Extended Protection: Off
  - Enable Kernel-mode authentication: On

			Advanc	ed Setti	ngs		?	X
Extended Prote	ection:							
Off		~						
Click here for r	more info	rmation	n online					
🗹 Enable Kerr	nel-mode	e auther	ntication					
By default, IIS authenticatio application p disable this se application p	enables n perform ools conf etting if K ool is cor	kernel-r nance a ïgured f erberos figured	mode auth nd prevent to use a cu authentica I to use a ci	entication, authentic stom iden ation is use ustom iden	which may ation proble ity. As a bes d in your en ntity.	improve ms with t practic vironme	e, do not ent and the	~
								~
Click here for r	more info	rmation	<u>n online</u>					
					OK		Cance	1
								-



6) Finally, change the Authentication to "None" on Cloud9 Web.config located at:

T:\HelpSTAR\HSSITES/ServicePRO.Cloud9/Web.config

(Where T: is the mapped drive for the HelpSTAR network installation)

Please create a backup of the Web.config file before making any changes.

				Web.config - Notepad		x
File	Edit	Format	View	Help		
			<ke< td=""><td>yAlgorithmStorageProvider xsi:nil="true"/&gt;</td><td></td><td>1</td></ke<>	yAlgorithmStorageProvider xsi:nil="true"/>		1
		<td>erpris</td> <td>elibrary.configurationSettings&gt;</td> <td></td> <td></td>	erpris	elibrary.configurationSettings>		
		< conne	ction	Strings>		
			<ac< td=""><td>d name="ServicePro.Unity" connectionString="" providerName="System.Data.SqlClient"/&gt;</td><td></td><td></td></ac<>	d name="ServicePro.Unity" connectionString="" providerName="System.Data.SqlClient"/>		
		<td>nectio</td> <td>nStrings&gt;</td> <td></td> <td></td>	nectio	nStrings>		
		<appse< td=""><td>tting</td><td>5&gt;</td><td></td><td></td></appse<>	tting	5>		
			<ac< td=""><td>d key="webpages:Version" value="3.0.0.0"/&gt;</td><td></td><td></td></ac<>	d key="webpages:Version" value="3.0.0.0"/>		
			<ac< td=""><td>d key="webpages:Enabled" value="false"/&gt;</td><td></td><td></td></ac<>	d key="webpages:Enabled" value="false"/>		
			<ac< td=""><td>d key="ClientValidationEnabled" value="true"/&gt;</td><td></td><td></td></ac<>	d key="ClientValidationEnabled" value="true"/>		
			<ac< td=""><td>d key="UnobtrusiveJavaScriptEnabled" value="true"/&gt;</td><td></td><td></td></ac<>	d key="UnobtrusiveJavaScriptEnabled" value="true"/>		
			<ac< td=""><td>d key="CurrentDevExpressSchemeColor" value="255,255,255"/&gt;</td><td></td><td></td></ac<>	d key="CurrentDevExpressSchemeColor" value="255,255,255"/>		
			<ac< td=""><td>d key="hsProduct" value="0"/&gt;</td><td></td><td></td></ac<>	d key="hsProduct" value="0"/>		
			<ac< td=""><td>d key="hsDatabaseType" value="0"/&gt;</td><td></td><td></td></ac<>	d key="hsDatabaseType" value="0"/>		
			<ac< td=""><td>d key="hsSessionTimeout" value="60"/&gt;</td><td></td><td></td></ac<>	d key="hsSessionTimeout" value="60"/>		
			<ac< td=""><td>d key="TwitterConsumerKey" value=""/&gt;</td><td></td><td></td></ac<>	d key="TwitterConsumerKey" value=""/>		
			<ac< td=""><td>d key="TwitterConsumerSecret" value=""/&gt;</td><td></td><td></td></ac<>	d key="TwitterConsumerSecret" value=""/>		
			<ac< td=""><td>d key="TwitterUserID" value=""/&gt;</td><td></td><td></td></ac<>	d key="TwitterUserID" value=""/>		
			<ac< td=""><td>d key="aspnet:MaxJsonDeserializerMembers" value="150000"/&gt;</td><td></td><td></td></ac<>	d key="aspnet:MaxJsonDeserializerMembers" value="150000"/>		
		<td>ettir</td> <td>gs&gt;</td> <td></td> <td></td>	ettir	gs>		
		<syste< td=""><td>em.web</td><td></td><td></td><td></td></syste<>	em.web			
			<au< td=""><td>thentication mode="None"/&gt;</td><td></td><td></td></au<>	thentication mode="None"/>		
			<co< td=""><td><pre>mpilation debug="false" targetFramework="4.5.1"/&gt;</pre></td><td></td><td></td></co<>	<pre>mpilation debug="false" targetFramework="4.5.1"/&gt;</pre>		
			<ht< td=""><td>tpRuntime enableVersionHeader="false" targetFramework="4.5.1" executionTimeout="300" m</td><td>axRequ</td><td>lest</td></ht<>	tpRuntime enableVersionHeader="false" targetFramework="4.5.1" executionTimeout="300" m	axRequ	lest
			<56	ssionState mode="StateServer" stateConnectionString="tcpip=127.0.0.1:42424" cookieless	="fals	e"
		<td>em.we</td> <td>x</td> <td></td> <td></td>	em.we	x		
				10		>

7) After making all changes listed, please reset the IIS by running **IISRESET** from the command prompt.

#### **Pre-requisite Settings on the Client System**

In order for the browser to pass the Windows user credentials for the user currently logged in, the following settings should be adjusted:

 Under in your browser's Internet options, navigate to: Tools > Internet Options > Security (tab) > Custom Level This will open the Security Settings – Internet Zone window.

From here, navigate to the **User Authentication – Logon** section.

Enable Automatic logon with current user name and password.

	Internet Options ?	×
	Security Settings - Internet Zone	×
Settings		
() () () () () () () () () () () () () (	<ul> <li>Disable-ON</li> <li>Enable-OFF</li> <li>nable XSS filter</li> <li>Disable-OFF</li> <li>Enable-ON</li> <li>cripting of Java applets</li> <li>Disable-OFF</li> <li>Enable-ON</li> <li>Prompt-OFF</li> <li>Authentication</li> <li>ogon</li> <li>Anonymous logon-OFF</li> <li>Automatic logon only in Intranet zone-OFF</li> <li>Automatic logon with current user name and password</li> </ul>	A
Č	Prompt for user name and password-OFF	~
*Takes eff	ect after you restart your computer	-
Reset custo	m settings	
<u>R</u> eset to:	Medium-high (default) V	et
	OK	Cancel

2. Add the website for Cloud9 to your Trusted Sites list, also under the **Security** tab.

Trusted sites	×
You can add and remove websites from this zone will use the zone's security se	this zone. All websites in ttings.
Add this website to the zone:	
http://windows.microsoft.com	Add
Websites:	
http://www.microsoft.com	Remove
Require server verification (https:) for all site	es in this zone
	Close
	close

3. When the user clicks on **Windows Login** button in Cloud9 for the very first time, the user will be prompted to enter Windows Security credentials.

When prompted, after entering the credentials, the user should ensure to check off the **Remember my credentials** check box.

	Windows Security	×
iexplore.ex Connecting to	ze o 10.11.12.247.	
P	QANET3.COM\Bart	
	Domain: QANET3.COM Remember my credentials	
	Connect a smart card	
	OK Cance	I

**NOTE**: If the **Remember my credentials** checkbox is selected, the user will not be prompted with this dialog again the next time they log in with the Windows Login button.

If the setting mentioned in step 1 was not enabled, the Remember my credentials check box will not be visible. The user needs to update the setting mentioned in step 1 first.

Windows Security	×
iexplore.exe Connecting to 10.11.12.247.	_
qanet3\bart3 Password	
Use another account	
OK Cancel	

#### **How Pass-through Authentication Works**

For the first time, the user will need to click on the **Windows Login** button in order to log in (highlighted with a red rectangle in the picture below). This is similar to the **Continue** button in ServicePRO.

Welcome to Cloud	9	📟 US 🗸
Email or User Na	ame	
Reserved Password		
Forgot password?		
🖒 ServicePRO	•	
Keep me signed in		Off ●
		Login
	- Or Sign in using -	
	0	

If the user exits Cloud9 by closing the browser (i.e. exits without using the Sign Out option), then the user will be directly taken back to the respective page without prompting for login whenever they visit the Cloud9 URL, the Cloud9 Approval Link, the Suggested Link URL or the Request URL (i.e. Pass-through Authentication will occur).

If the user exits Cloud9 using the **Sign Out** option, the Pass-through Authentication will not work. The user will need to click on the **Windows Login** button again.