

Getting Started with Nervpoint Access Manager

This document provides some useful tips on using and integrating Nervpoint Access Manager seamlessly in to your business. By providing advice on best practices this document is focused on making sure you avoid some of the common pitfalls especially when starting your new deployment.

Appliance Set-up

Webmin service credentials: To configure the operating system Access Manager runs on in versions 1.1x you use the webmin service available on port 10000 the default credentials for this user are:

username: administrator

password: administrator

We recommend that this port is never made externally available and once you have installed Access Manager that you change the password from within webmin.

Static IP: By default Nervpoint will use DHCP to automatically detect the network that the server is present in and will acquire an available IP address from the DNS server automatically, for best results you will likely wish to give Nervpoint a Static IP address. To do this:

- Select the Network option and allow the Nervpoint service to stop,
- You may then change the hostname of the server if you wish, following this you can disable DHCP by pressing the spacebar and then confirming.
- In the manual configuration you'll need to provide the IP address for the server, the netmask, an optional broadcast address, the gateway, domain, and DNS to complete the configuration.

Directory Configuration

Phased Approach: We recommend that you use a slow and phased approach to bringing Access Manager service online.

OU Setup: From the Directories page under Advanced add the OU's you wish to include in the first phase.

More Info: http://youtube.com/watch?v=U1__3-emKLI

Set-up Authentication

As part of the Authentication step you will want to have an idea of what authentication steps your end users will need to answer before getting verified in to each self service action – remember these can be configured differently.

Profile Check: We recommend that you add the Profile Check Module to both the Password Reset and Account Unlock authentication processes initially as below.



This will prevent users from having to answer any challenges in the event they have not completed all their required authentication details. Once your users are familiar with using Access Manager this can be removed

More Info: <https://helpdesk.nervpoint.com/entries/25050878-Profile-Check-Authentication>

Authentication: You'll want to make sure that the authentication modules that you wish to use are added and configured to your liking. By default both Password Reset and Account Unlock only use the Questions module only.

More Info: <http://youtube.com/watch?v=HhQrTP7cJtw>



Questions: If you are going to use the Questions authentication then you may want to either change or add some additional questions, you can set up to 19 questions that the user can set answers for.

Questions Configuration: With the number of questions defined make sure the 'Answers Required to Activate Profile' is set to a number you are happy with and that 'Correct Answers Required for Authentication' is also a number you are happy with.

More Info: <http://youtube.com/watch?v=k72pb1EvgmA>

Notifications

Configure Templates: From the Templates page you will want to make sure your email templates are configured with the correct text – remember these will be sent to all users.

Password Near Expiry Reminder: Selecting the 'Password Near Expiry Reminder' template opens up a reminder notification section. Set the number of 'Warn days before expiry ' and If you wish to start sending out reminders enable the 'Enable password expired and password near expiry messages ' checkbox.

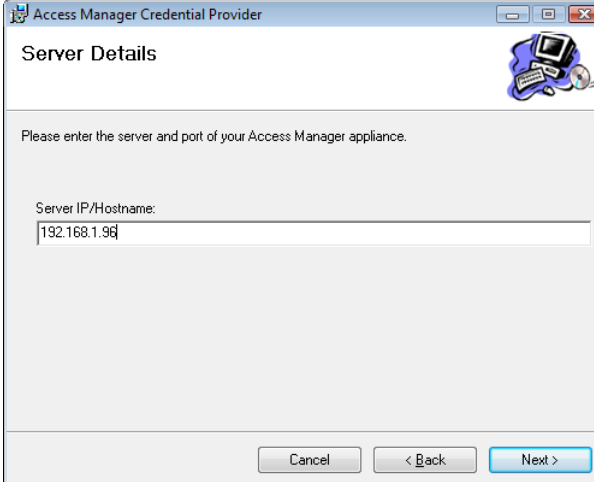
Send Reminders: Once everything is set it is time to get your users registered from the Dashboard select the "Send reminder email" option next to the Incomplete Profiles chart, Nervepoint Access Manager will check the entire Identities list and send an email to any user that has not completed their profile to the minimum requirements, the email will direct user to the Nervepoint Access Manager and explain what they need to configure to have a valid profile.

Desktop Integration

If you wish to set-up desktop integration then navigate to this article to download the appropriate client:

- Windowx Vista, 7, 8:
<https://helpdesk.nervepoint.com/entries/21827462-Desktop-Integration-for-Windows-Vista-Windows-7-8>
- Windows XP:
<https://helpdesk.nervepoint.com/entries/21839423-Desktop-Integration-for-Windows-XP>

Correct Host Address: When setting the Server Details in the desktop wizard the client needs to be able to see and access Access Manager using the IP/Hostname you provide here.



Access Manager Credential Provider

Server Details

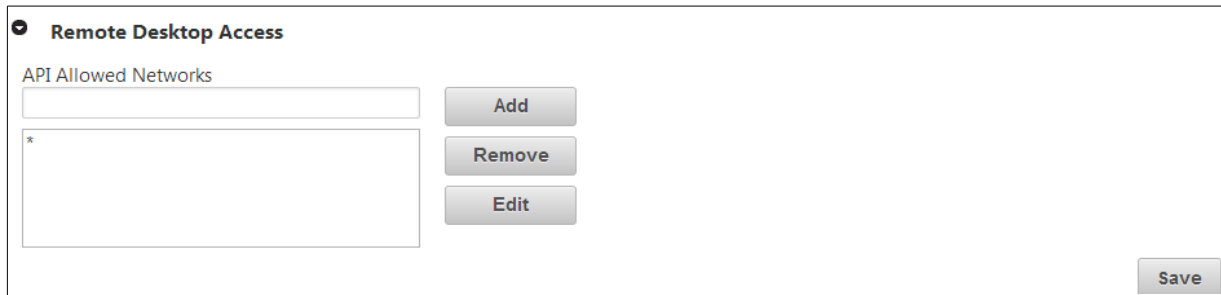
Please enter the server and port of your Access Manager appliance.

Server IP/Hostname:
192.168.1.96

Cancel < Back Next >



Allowed Networks: From Configuration > Remote Access > Remote Desktop Access remove 'localhost' and use '*' as the initial list of 'API Allowed Networks' this will prove whether everything is working with the desktop plug-in.



Once everything is working you can replace this with an IP-range.

More Info: <https://helpdesk.nervepoint.com/entries/22804101-Desktop-Integration-Remote-Self-Service>

Upgrades

Announcement: Nervepoint is a constantly evolving product with more features, bug fixes being released regularly. To keep up to date with these you will get a notification message in your dashboard stating a new version is available in addition you will be notified via our newsletter.

Snapshots: Before applying any update for this and any service we highly recommend that you take a snapshot of your instance before upgrading. In the unlikely event the updated Access Manager does not start up or work you can always roll back to this snapshot.

You can find more helpful advice and tips from the following locations:

Helpdesk: <https://helpdesk.nervepoint.com>

Videos: <http://www.youtube.com/user/NervepointTech>

You can find more helpful tips and resources by following us:

Linkedin <http://www.linkedin.com/company/nervepoint-technologies-limited>

Facebook: <https://www.facebook.com/NervepointTechnologies>

Twitter: <https://twitter.com/nervepointtech>

Spiceworks: <http://community.spiceworks.com/pages/nervepointtechnologies>

