EAS - ENVIRONMENT ACCESS SERVICE START ENVIRONMENT USER & ROLES HELP

EAS User Guide

V1.3 - 2014-06-11

This guide helps you with using EVRY Environment Access Service (EAS)

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EAS Help Documentation

There are several User Guides for EAS:

- EAS Login Guide you find a link on the EAS login page <u>https://easi.evry.com</u>
- **EAS User Guide** for normal users see "HELP" link when logged in to EAS.
- **EAS Admin Guide** for super users and approvers see "HELP" link when logged in to EAS.

EAS Overview – READ THIS!

EAS – provides access into the IT environment of the organization you work for. EAS is aimed for technical / IT people that need to access computer servers or other IT devices that is in the IT infrastructure. EAS gives role based access to servers with personal user account in the operation system (OS) on the servers.

EAS can be used by the organizations own personnel or by vendors or subcontractors that do development, maintenance or other work on the organizations IT systems. EAS is commonly used for tasks such as application operation, application management, application testing, application development, application testing.

EAS provides a **Web Portal** (<u>https://easi.evry.com</u>) where you get an overview of available servers through the system database search screen. Login to web portal is protected by two factor strong authentication. Users can do self service such as password management or request access to additional servers.



EAS can be integrated with the organizations **VPN Service** so that EAS users can connect from their PC/workstation/device to the **endpoint server** through the VPN.



Connections to Windows endpoint servers are usually done using Remote Desktop Connections (RDP). Connections to open endpoint servers such as Linux or UNIX servers are usually done using Secure Shell (SSH).

Endpoint servers are organized into logical groups called **System Blocks**. The organization might have blocks for the servers that make up their ERP or CRM system so that the people that work on maintaining the system can get access to this block of servers.

The VPN Service can be configured to restrict network access to only certain IP addresses or ranges – called **Network Blocks**.

System Blocks and Network Blocks are fixed in EAS and cannot be edited by EAS users. But changes and additional blocks can be ordered from EVRY through the customer contact.

Access to servers and blocks are managed through **Roles** in the EAS WebPortal.

EAS End users can request access roles that give personal user access to the servers in a system block. Access requests are approved by the **Block Admins** – that is the EAS users that have the "Block Admin Access Administrator" role for a certain block. There can be several people that have the Block Admin role for one block. And a person might be Block Admin for several blocks by having the "Block Access Administrator" roles for these blocks.

A special role in EAS is the **Super User** role. Users with this role can assign users to become Block Admins. Super Users might also do user administration such as disabling or deleting EAS users.

Both Super Users and Block Admins can **invite** new users to EAS. Users that get invited have to complete the **self-registration** process before being approved by the user assigned as their **Manager** in EAS. Once a new user is approved, he/she can access the EAS Web Portal on <u>https://easi.evry.com</u>

EAS Usernames and Password

Customers that have chosen the option "Tenant Specific & Branded Login Page" will have an own entry page into EAS that is branded with the company's name and logo. Furthermore, this functionality will also allow the user to only know about one user name which is the "Domain User ID".

Customers that have not chosen this option will get to the General Login Page where the users will need to supply the tenant ticker prefix upon login. This requires those users to know two user names: "Domain User ID" and "Service User ID"

User Name for customers using the Tenant Specific & Branded Login Page

As a user in EAS you have only one username that you need to know:

• Domain User ID = yyyyyy

When you login to EAS Web Portal on <u>https://easi.evry.com/<tenant ticker prefix></u> you login using the "Domain User ID" that looks like this "yyyyyy". You received you Domain User ID in the EAS welcome email.

When you login to Endpoint Servers you need to use the username given to you on the server. This is usually your "Domain User ID", but in some cases it might be different depending on the organizations naming standards. Super Users or Block Admins can give you information if you need to use another username than the Domain User ID.

Your Domain User ID is the username that is your main user id in the organization.

Example: James Bånn, has always had username "james" for the Windows login in his organization. This is his main corporate ident. His Domain User ID is then "james".

In some screens in EAS you will see that users are also referred to with a user id that looks like eazzzzz. This is the global user id used by EAS internally.

User Name for customers using the General Login Page

As a user in EAS you have at least two usernames that you need to know:

Service User ID = XXXX-yyyyyyy
 When you login to EAS Web Portal on https://easi.evry.com you need to use the "EAS Service User ID" that looks like this "XXXX-yyyyyy".
 You received you Service User ID in the EAS welcome email.
 The Service User ID is composed from a prefix and the Domain User ID.

Example: James has a Service User ID that is "TCAP-james".

• Domain User ID = yyyyyy

When you login to Endpoint Servers you need to use the username given to you on the server. This is usually your "Domain User ID", but in some cases it might be different depending on the organizations naming standards. Super Users or Block Admins can give you information if you need to use another username than the Domain User ID.

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In some screens in EAS you will see that users are also referred to with a user id that looks like eazzzzz. This is the global user id used by EAS internally.

Password

In EAS you have a password. This password is used when logging in to Endpoint Servers.

Password is not needed to login to EAS Web Portal.

The EAS password can only be changed by the user itself. See Password Change section.

EAS Block Access Roles

Access to Endpoint Servers is controlled by roles. There might be several roles that give different level of access to the servers within one block.

- Generic Application Administrator (GAA) gives personal account with super user access on servers in block (such as Linux/Unix root or Windows Administrator).
- Generic Application Operator (GAO) gives personal account with power user access on servers in block (with memberships in OS groups that give the powers). This is the default role included in a block.
- Generic Application User (GAU) gives personal account with end user access on servers in block (usually only gives OS login such as Linux/Unix SSH or Windows Remote Desktop)

In addition to this it might be special roles that give more specific access. These roles also appear in the roles list in EAS Users & Roles.

Frequently Asked Questions

What is the link to EAS? https://easi.evry.com

Who can help me?

You can contact your local manager or the IT helpdesk in the organization you work for.

You can also contact the Super User. That is the person in CC on the mail that you got. Please make contact by sending an email.

Where can I get more information?

When you have logged into EAS, you can click the "HELP" link to find EAS User Guide.

Information about how to become a user, login can be found in **EAS Login Guide** on login page <u>https://easi.evry.com</u>

Super users and approvers can find more information in EAS Admin Guide – click "HELP" link to find it.

Detailed User Guide

This chapter describes how to use EAS for end users. All users are able to perform these tasks

Login

See the EAS Login Guide for information about login to EAS.

After successful login the Start Page appears.

Navigation

The start page has three main sections:

- Environment
- Users & Roles
- Help



Environment

The Environment page is used to see the server endpoints that you have access to.

Note! You will only see hosts in this page if you have a Block Access role for a System Block. If this list is empty it is because you do not have a role that gives you access to a block that contains hosts.

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System	Any	TestCompA	WebShop	easfarm-270-025	139.112.33.36				
Host Name		TestCompA	WebShop	easfarm-joker	139.112.33.37				
Re	Search Reset filters load systemlist								

Using this page:

Search Filters

- System Select the System Block to search for hosts in.
- **Host Name** Enter a hostname. Use special characters to match parts of string. Note that the hostname is the name the server is known as in EAS (showing in the host column). This is not necessarily the hostname in the OS.
- IP Address Enter an IP address such as 1.2.3.4. Use special characters to match parts of string. Note that this IP address is the IP that EAS knows about a server. This is not necessarily the main IP address used by the server it might be a management network interface reachable through EAS.

Special characters for search

For use in textboxes in search criteria

* or % - 0 or more unspecified characters

? or _ - 1 unspecified character

"Text" - Text in quotes doesn't allow unspecified characters in front of, or behind, the text.

Search Results

- Environment Organization this endpoint belongs to. You can only see the organization you work for here.
- System Block Name of system block. This might be the name of the IT system this server belongs to. The same name is used under "Users & Roles" for the roles that gives access to these servers.
- **Host** The name the endpoint is listed by in EAS. This is not necessarily the hostname in the OS.
- **IP Address** The IP address of the endpoint that is listed by in EAS. This is not necessarily the main IP address used by the server it might be a management network interface reachable through EAS.
- Action Remote Desktop shortcut that will launch Remote Desktop. Will only work if:
 - If you run the browser on a Windows client computer.
 - Will only work if the endpoint server is a Windows server that accepts RDP connections.
 - Your user account on the endpoint server also needs to be either a Administrator or have permissions to connect with Remote Desktop (such as being member of "Remote Desktop Users"-group).
 - You are connected to a network / VPN that has connectivity to the network where the endpoint server is. Having connectivity means that traffic is routed from you to the network where the endpoint is and that firewall is open for traffic on RDP port.

Connecting to Endpoint Server directly

You can connect to an Endpoint Server directly from a terminal program on your PC/workstation like this:

Remote Desktop

Use Remote Desktop (or other programs such as Remote Desktop Manager) and connect to the **IP address** showing in the Environment search screen.

Note that you need to be connected to the VPN (or a network with connectivity to the endpoint network) to reach the endpoint server

• SSH

Use a SSH client program (such as Putty) and connect to the **IP address** showing in the Environment search screen.

Note that you need to be connected to the VPN (or a network with connectivity to the endpoint network) to reach the endpoint server

Your username on the endpoint server is usually the Domain User ID (see EAS Usernames and Password).

User & Roles

Profile Update

Use this screen:

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	•Last Name	Operator]	
	•Full Name	Will Operator]	
× .	Company	EVRY]	
	Email	will.operator@evry.com] To modify this value please use the dedicated Self Administration task.	
	Mobile Phone	+4747474747] To modify this value please use the dedicated Self Administration task.	
	Department]	
	Manager Details			Submit Cancel

Mobile Phone Change

Changing your mobile number EAS is done in the Web Portal. You need to verify the new mobile number by entering a code that is sent to the new mobile.

Note that the EVRY Buypass Code APP on your mobile device needs to be registered with the same mobile number.

Make sure that you enter the mobile number like this (no spaces):

+4798765432

Use this screen:

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User ID	TCAP-WIII					
•Last Name	Operator					
Modify Mobile Phone						
You will receive a SMS containing a ve Use the verification code on the next s	erification code. step.					
Current Mobile Phone	+4747474747					
•New Mobile Phone	+4747474749					
Press the <u>Next</u> button to continue.						
						Next Cancel

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	• = Required		
	User ID TCAP-will		
	New Mobile Phone +4747474749		
Þ	Verification		
	Please enter the verification code you received by SMS. Then press <u>Finish</u> to save the new mobile phone number.		
	Verification Code NSgu9		
			Back Finish Cancel

Email Change

Changing your email EAS is done in the Web Portal. You need to verify the new email address by entering a code that is sent to the new email address.

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	User Email Details		User Profile Email Update	
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	User ID TCAP-will			
	•First Name Will •Last Name Operator			
▶	Modify Email Address			
	You will receive an email containing a verificatio Use the verification code on the next step.	n code.		
	Current Email Address will.opera	ator@evry.com		
	•New Email Address william.c	perator@evry.com		
	Press the <u>Next</u> button to continue.			
				Next Cancel

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	Modify My Email Address: User Profile Email Upo	late				
	1 📫 User Email Details		2 👌 User Profile Email Updat	te		
	• = Required					
	User ID TCAP-will					
	New Email Address william.operator@evry.com					
	Verification					
	Please enter the verification code you received by email. Then press <u>Finish</u> to save the new email address.					
	Verification Code ksS7rk					
						Back Finish Cancel

Password Change

The password set in EAS is the password you use to login to the endpoint servers where you have a personal account. You get a personal account by having a block access role.

The password you choose should be a strong password that is not easy to guess. The password must comply with any password policy on the endpoints.

Note:

- Changing the password in EAS Web Portal will change the password on endpoint servers immediately (please allow up to 15 minutes).
- Password will not be set on endpoints that are shut down or unavailable due to server issues or network issues.
- Changing the password will usually not unlock an account that has been locked or disabled.
- Trying to change to a password that is too weak or that has been used before might not be successful on endpoint servers (such as Windows) that have password policies. You will not get notification if setting the password fails. Your old password will still be active on the endpoint.

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Home Self Administration Roles				
Change My Password				
User ID TCAP-will				
•First Name Will				
·Last Name Operator				
Modify password				
•Password				
Confirm Password Interview Confirm Password				
NOTE: The password will be synchronized to all EAS	connected end-point systems			
				Submit Cancel

Self Deactivation

If your engagement has ended and you are not longer going to work for the organization, you might deactivate your EAS user account yourself. Your endpoint accounts will be deactivated as well.

You will not be deleted until a Super User decides to do so.

Note: Only a Super User can activate you again.

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Tasks Dea With th	ctivate My Accou lis task you may deactiv	u nt vate your E	AS account. A	fter deactivation	you will no longe	r have access	to the EAS service.	To reactiva	ate you account ;	you must con	tact your Sup	er User.	
		User ID 1	TCAP-will										
•	۰Fu	ull Name 🛝	Will Operator										
		Active		Note! After you :	submit this task y	ou must manu	ually log out of EAS V	Veb Portal	10				
												Su	bmit Cancel

Requesting Roles

Use these screens to request access to a block of servers:

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	Add an a	access role								
										Next Cancel

Click "Add an access role".

Then click "Search" to see list of available roles.

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		Office - Generic Application Operator	Generic access to server for oper	ation of application	n.		
		WebShop - Generic Application Operator	Generic access to server for oper	ation of application	n.		
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						2	Select Cancel
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Select the roles you need (ask your manager / project manager / colleagues to get advice)

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l v	lome	Self Administration Roles						
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		1 📩 Access Roles		2 🖒 Comment				
•	The table 1. To rem 2. To add	below lists the Acces Roles you currently nove a role, uncheck it and press "Next". d a new role, press the "Add an access ro	have. Ie".					
	Member	[↑] Name	• Description					
		Basic User	Basic role for all users in EA Env.					
		WebShop - Generic Application Operator	r Generic access to server for operation of applic	ation.				
	Add an	access role						
							1	Next Cancel

Click "Next" and enter a text that describes WHY you need this access. It is important to write a good explanation here as your organization might have formal audits controlling this.

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F ⊽ 1	lome Self Administration Roles				Logged in as: Will Operator
	Manage My Access Roles: Comm	ent			
	1 C Access Roles		2 🚰 Comment		
٨	Request History You may optionally add a comment to this requ Ive joir WebSt	est. This comment will be visible for the approvers. Hed the AAAAA project and I require access to hop block			
					Back Finish Cancel

After you click "Finish" the role request is sent for approval. It might be several approvers (see below). You will receive an email when the request is approved or rejected.

Once the role is approved you can see the System Block name in the "System" drop-down on the "Environment" page.

Verifying Role Approvers

You can see which role that can approve a role request here:

EVRY - EAS Portal - Windows Internet Explore	er provided by EVRY			
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NOTE: You cannot supply a blank search criteria				
Search for an access role				
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where 🛨 Name 💟 = *	- + Search Clear			
Search Results				1-2 of 2
Select * Name		* Description		
Office - Generic Application Operator		Generic access to server for opera	tion of application.	
Webshop - Generic Application Operator		Generic access to server for opera	tion of application.	1-2 of 2
-				
				Select Cancel
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Note that it is only the role name that shows in Approver 1/2 fields (not the names of the persons).

Troubleshooting

In EAS Users & Roles, each action that you do is handled as a task that might go through a workflow. For example when you request a role, the task is sent for approval. You can see the processing of these tasks under "View My Submitted Task". This might be useful if you get in a situation where you feels that "nothing is happening..". Please contact a Super User if you need help with a submitted task.

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	Prerequisite Tasks These tasks must complete before this task	can begin executing.			
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	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Policy 'EAS Get User Manger's and Approving Manager's UIDs' evaluated	2012-11-29 17:11:40.893		
	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Rule "When Approving Manager Is Not Set" was evaluated	2012-11-29 17:11:40.977		
	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Add Action 'Go To EAS Get Manager's Full Name and Email' performed	2012-11-29 17:11:41.027		
	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Policy 'EAS Get Manager's Full Name and Email' evaluated	2012-11-29 17:11:41.047		
	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Rule 'Set logical screen attributes' was evaluated	2012-11-29 17:11:41.07		
	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Add Action 'Manager Service User ID' performed	2012-11-29 17:11:41.197		
	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Add Action 'Manager Name' performed	2012-11-29 17:11:41.21		
	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Add Action 'Manager Email' performed	2012-11-29 17:11:41.233		
	POLICYXPRESS	Set subject:EAS_ManageMyAccessRoles - Add Action 'Stop Processing' performed	2012-11-29 17:11:41.243		
	User comment by eata6193 (Will Operator)	Ive joined the AAAAA project and I require access to WebShop block	2012-11-29 17:14:41.007		=
	WORKFLOW	There was no workflow process mapped to this task.	2012-11-29 17:14:42.177		
	Refresh				
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