

Predict | Protect | Prevent

ARCON|PAM
Service Password Request

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A standard user can raise a request to view the password of any service that the Administrator has posed. The password lets users to access the server directly. Once a password is viewed by the user, it remains open until it is changed. **Open Password Cards** can be seen on the ACMO Dashboard.



In order to raise a service password request, users must have the following permission(s):

- **Allow Service Password Request**

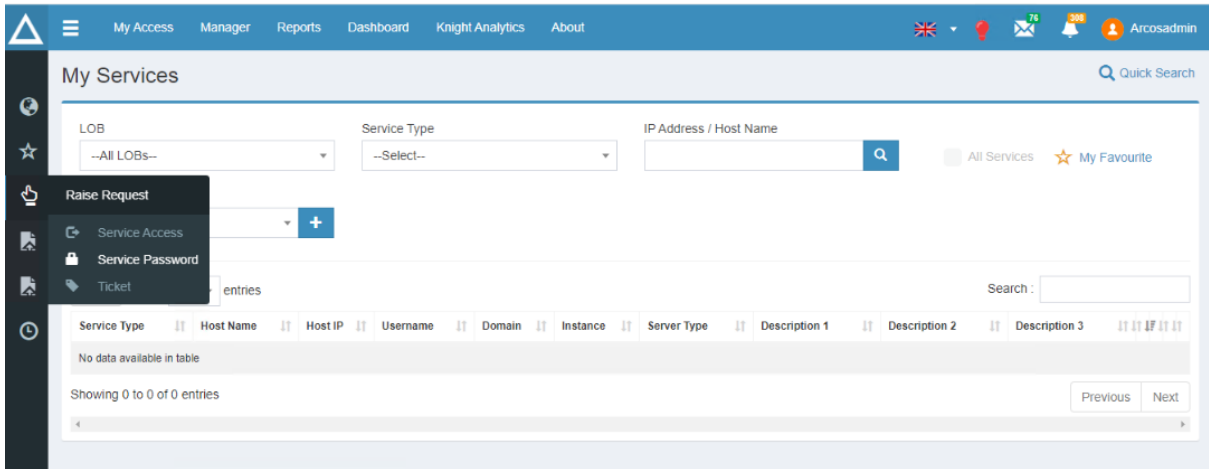


In order to raise a service password request, the following configuration must be enabled in Settings:

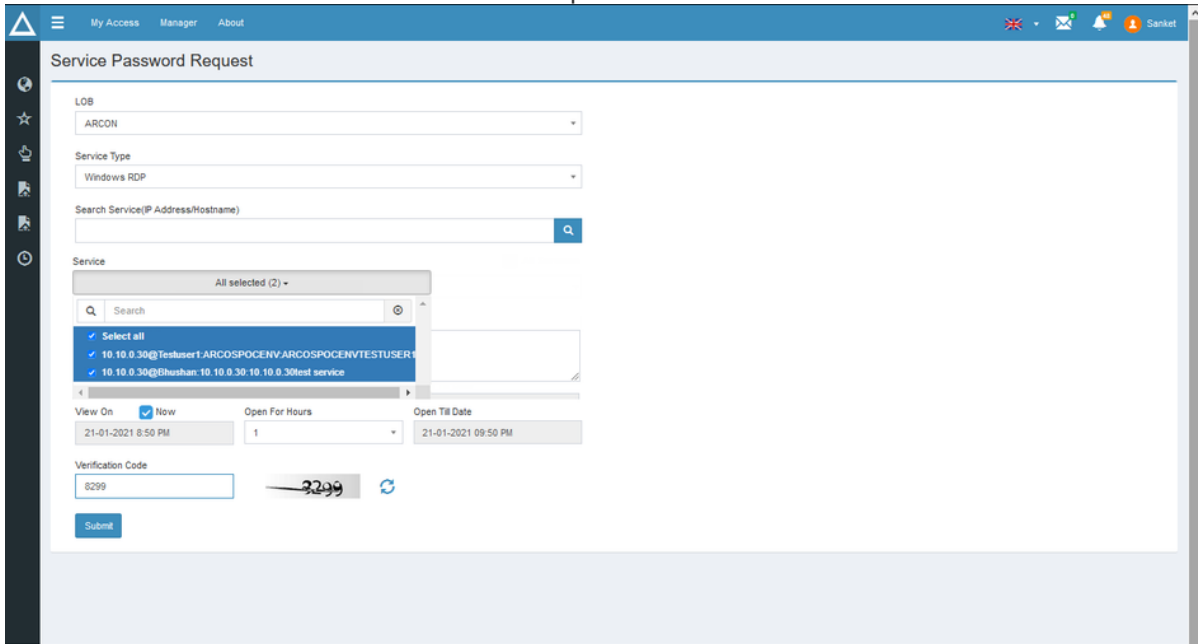
- **ARCOS Service Password - Is Enabled**

1 Create Service Password Request


- To view the password of a server, go to **My Access** window and then click on the **Raise Request** :w: icon → **Service Password** in the left side menu.




- Enter the details into the form and submit the request:



Fields	Description
LOB	The name of the LOB
Service Type	The name of the service type for which the request is raised
Search service (IP Address / Hostname)	The target server can be searched directly by entering its IP Address / Hostname / Description1 labels.
All Services	A list of all the services in the service box which are not assigned to that user but belong to that LOB and Service type.

Fields	Description		
Service	Select the target server for which the request is raised.		
Description	Brief note explaining the purpose of request to the approver.		
View On	The start date/time from which the user can view the password of the server.		
Open Till Date	The end date/time until which the user can view the password of the server.		
Now	This checkbox will allow the user to view the password as soon as the approver has passed the request.		
	<table border="1"> <tr> <td>Open for Hours</td> <td>The number of hours for which the password remains open .</td> </tr> </table>	Open for Hours	The number of hours for which the password remains open .
Open for Hours	The number of hours for which the password remains open .		
Verification Code	<p>This CATCHA code is entered only for validating human identity.</p> <div style="border: 1px solid #ffc107; padding: 10px;"> <p> The verification code appears only if the following configuration is enabled in Settings.</p> <ul style="list-style-type: none"> • CAPTCHA Validation In ACMO Service Access and Password Request - Is Enabled </div>		

Once the request has been raised, it goes to the approver set in the workflow for approval. Users can check the status of the raised request in the [View your pending service password request tab](#).



Dear Arcosadmin(ARCOSADMIN),

Please [click here to Approve or Reject](#) ARCON PAM Service Password Request.

Workflow details are as follows :

Workflow details are as follows :

Requested by : SANKET(Sanket)
Requested on : 1/21/2021 8:52:32 PM
Requested Service : 192.168.148.131@Administrator:ARCOSDEMO:ARCOSDEMO
Reason (Description) : Service Password
Current approval level : 1
Last approval level : 1

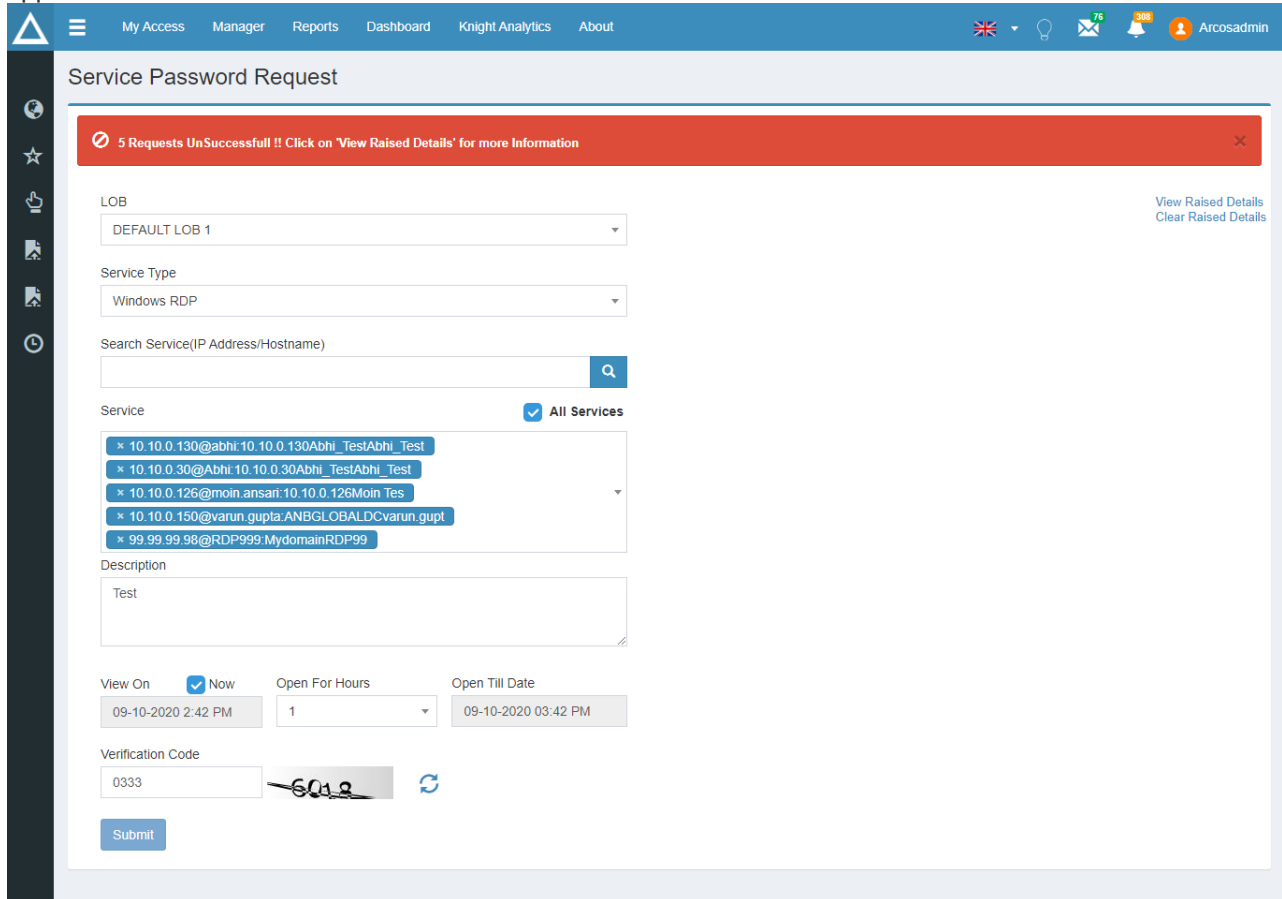
Approve

Reject

Note: If above Approve/Reject button is not working, then you can also reply this email with #Approve# or #Reject# to approve or reject the request.
 Please provide remarks in the box provided in the box below the Approve or Reject click.

2 Handling Duplicate Requests

Users are not allowed to submit multiple requests, which implies that once a request is submitted and delivered to the approver, it must be approved or rejected first. The user can only make the same request again once the approver has taken action.



Once the request is raised, a Successfully Raised message dialog will appear. However, if the request already exists, a message for a Duplicate Request will appear. Two other links are also shown on the right side.

View Raised Details

Click on the **View Raised Details** to check the details of all raised requests.

Clear Raised Details

To remove all the existing raised requests from the table, click on **Clear Details**.

The screenshot shows a web application interface for 'Service Password Request'. A modal dialog is open, displaying a table with the following data:

Service	Raised /Not Raised
10.10.0.130@abhi:10.10.0.130Abhi_TestAbhi_Test	Request is already pending for approval with PARAM:SANNAKKE at approver level 1
10.10.0.30@Abhi:10.10.0.30Abhi_TestAbhi_Test	Error! In Raising Request For Service Password (0 Workflow Found)
10.10.0.126@moin.ansari:10.10.0.126Moin Tes	Error! In Raising Request For Service Password (0 Workflow Found)
10.10.0.150@varun.gupta:ANBGLOBALDCvarun.gupt	Error! In Raising Request For Service Password (0 Workflow Found)
99.99.99.98@RDP999:MydomainRDP99	Error! In Raising Request For Service Password (0 Workflow Found)

Buttons at the bottom of the modal: **OK** and **Clear Details**.

3 Service Password Request Workflow

Passwords for all Services are vaulted safely in ARCON | PAM. Users must request these password to gain access to servers. The user can request passwords of only those services that are assigned to them. The workflow for such a request needs to be configured in Settings prior to the request being raised by the user through the Client Manager. Requests raised by users from the Client Manager are sent for approval based on the approval levels configured in the workflow matrix. Therefore, the workflow provides a definite audit trail and a proper flow of events that be monitored closely.

3.1 Service Password Request Workflow Configuration


The process of configuring workflow, raising requests, approval process, receiving the password, and viewing approval logs is explained below.

Step 1: Configuring User Request Approval Workflow

The User Request Approval Workflow is configured in **Settings**.

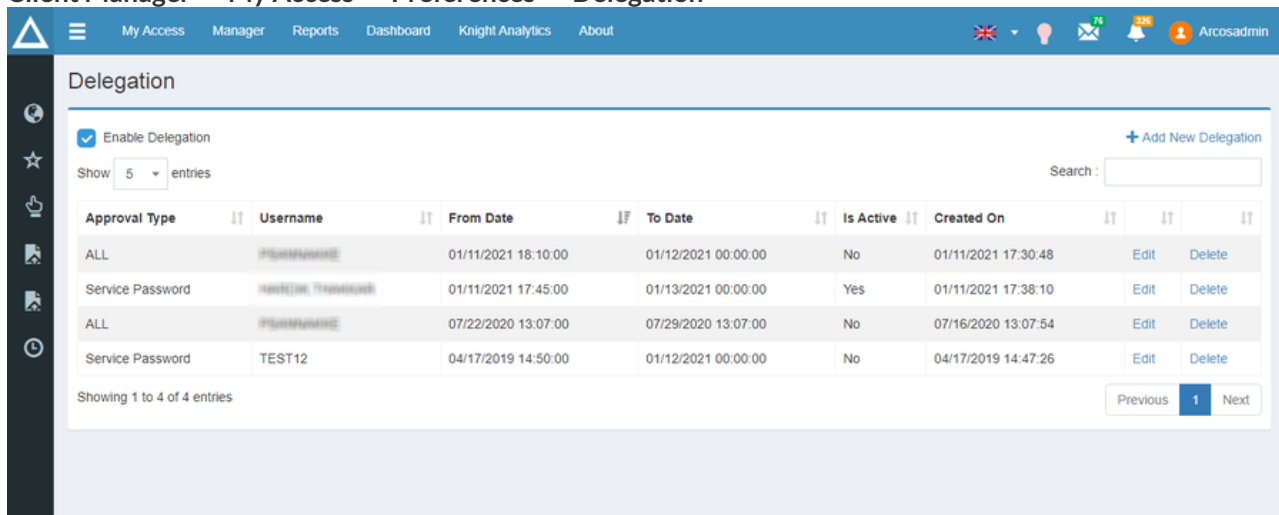
Delegation

Delegation is assigning the responsibility or authority to another person, from a manager to a subordinate to execute the raised request i.e. Service Access, Service Password, and Ticket activities. However, the user who delegates the work remains accountable for the output of the work. Delegation helps subordinates to make decisions in the absence of higher authorities. In other words, it is the shifting of authority from one level to another. It helps the organization to make a decision quickly, helps in building the skills of subordinates, and motivates them to perform better.

 The workflow should be defined in Settings before delegating any responsibility.

To delegate approval rights, use the following path:

Client Manager → My Access → Preferences → Delegation



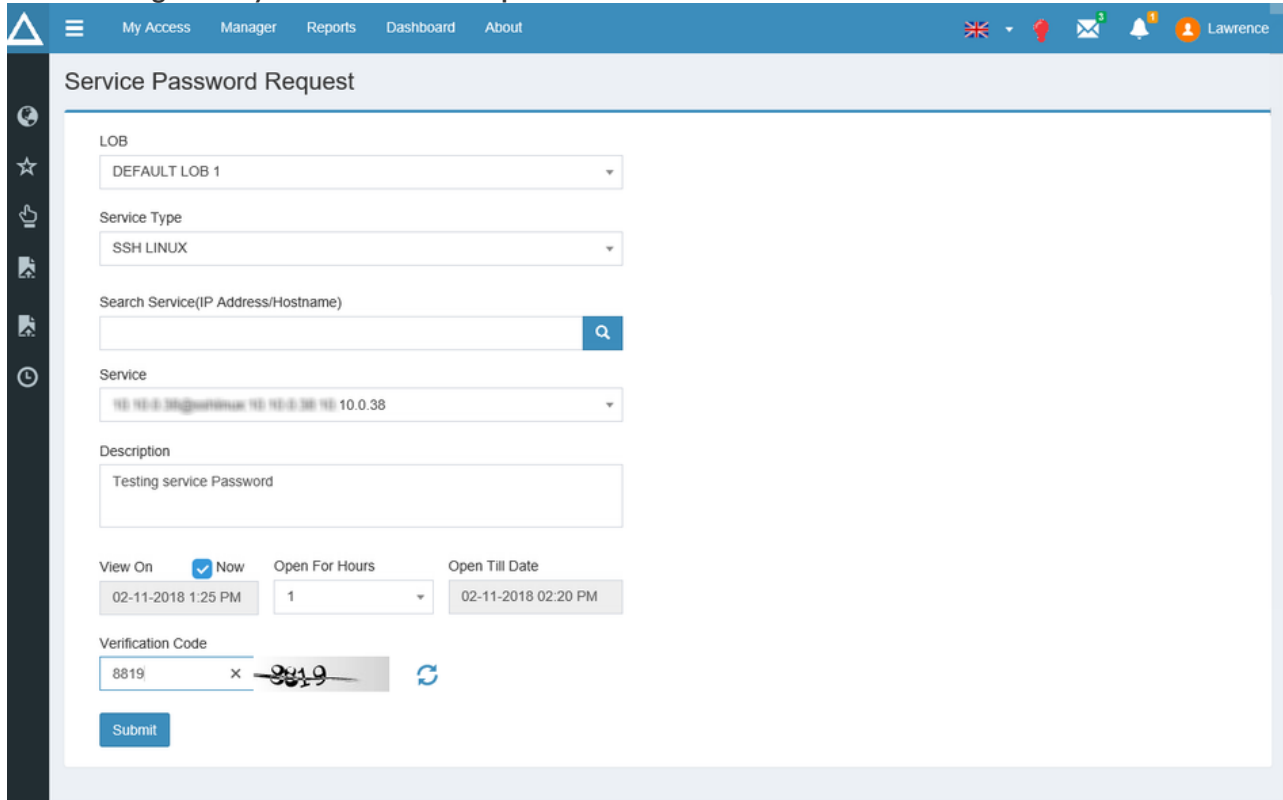
The Approver configured in **User Request Approval Workflow** needs to configure **Delegation** for **Any** or **Service Password** if they want another user to approve/reject requests in their absence.

Step 2: Raise Service Password Request


The Service Password Request feature helps the user raise a request to access the password of a service to the Admin/Approver. Users can raise Service password requests for only those Services which are assigned to them.

Use the following path to configure Service Password Request:

Client Manager → My Access → Raise Request :s: → Service Password



The **Service Password Request** screen contains the following fields:

Field Name	Description
LOB	Select the LOB
Service Type	Select the Service Type
Search Service (IP Address / Hostname)	Enter the Service details and click Search icon.  You can click the Search icon without entering any value in Search Service (IP Address / Hostname) to enable the Service drop-down.
Service	Select the Service.
Description	Enter the Description.

Field Name	Description
View On	<p>Click on the Now checkbox to view password as soon as approval process has been completed.</p> <p>You can deselect the Now checkbox and enter a date and time in the field just below the checkbox.</p> <p>The Service Password will be delivered after approval process in your ARCON PAM Mailbox at the configured date and time.</p>
Open For Hours	Select the time for which you want the password to remain open.
Open Till Date	<p>Displays the date and time until when the password is open for use.</p> <p>The data in this field is auto-populated based on the values selected in View On and Open For Hours.</p>
Verification Code	Enter the displayed verification code.

1. Enter or select details and click **Submit**. The request will be raised for the selected service.

If the user has raised a request for Service Password selecting to view password as soon as the approval process has been completed, the password will be open for 1 hour after it has been delivered to requestor's mailbox.

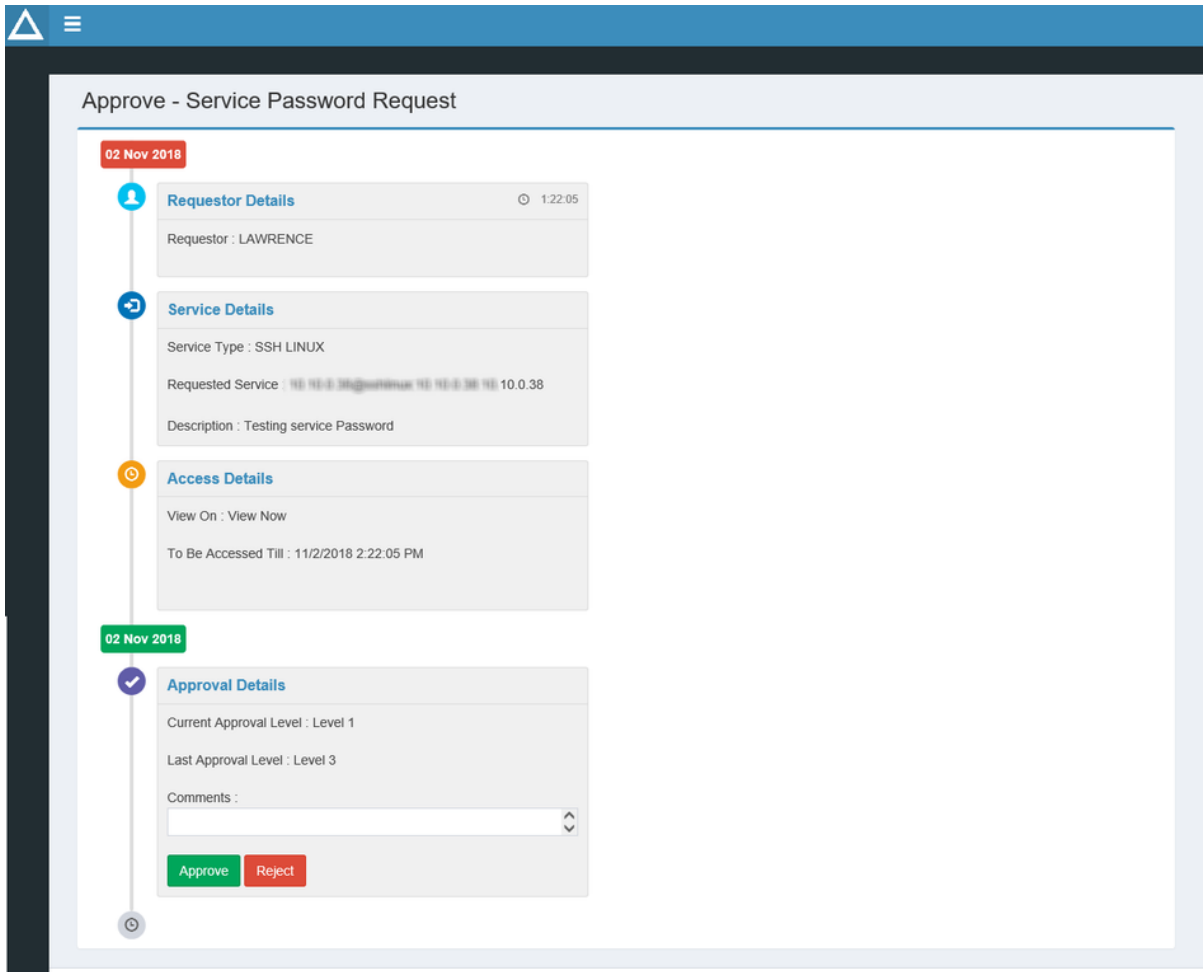
Pending Requests

The Service Password Pending Request feature helps you to view a list of requests raised by users that are pending approval.

To view pending Service Password Request, use the following path:

Client Manager → My Access → Pending Requests → Service Password

1. The Approver or Delegated User needs to click the **View Request** link to view the request. The following screen will be displayed.



2. Enter comments and click **Approve** to approve the request. The request will be sent to the second Approver.

i If you click **Reject**, the request will be terminated at this approval level.

Step 3: Approve Service Password Request

Service Password Request Approval allows the Admin/Approver to view and approve the request raised by the user to access the password of the service. When a request is raised, the request is sent to the Approvers bucket and their Email ID.

To approve a Service Password Request, use the following path:

Client Manager → Manager → Approval Requests :s: → Service Password

Approval Logs - Service Password

Date From: 04-02-2019 Date To: 09-10-2020

Show 5 entries Search:

Request ID	Requested By	Requested On	Description	Requested Till	Service	Final Status	Is View Now
297	ABHISHEK	02/20/2020 12:59:28	1st Request By Abhishek.	01/10/2020 15:58:47	MS 10.0.3930@msprod10.10.0.3930@LNLR	Rejected	Yes
299	SHWLESH	02/20/2020 12:59:28	2nd Request	01/13/2020 21:13:41	MS 10.0.3930@msprod10.10.0.3930@LNLR	Approved	Yes
295	SHWLESH	02/20/2020 12:59:28	3rd Request	01/10/2020 10:29:48	MS 10.0.3930@msprod10.10.0.3930@LNLR	Approved	Yes
408	SICHANAN	05/28/2020 12:52:23	aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	05/28/2020 13:51:00	MS 10.0.200@msprod10.10.0.200@LNLR	Approved	Yes
412	SHW	05/28/2020 14:54:32	aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	05/28/2020 16:53:00	MS 10.0.30@msprod10.10.0.30@LNLR	Approved	Yes

Showing 1 to 5 of 48 entries

A similar screen will be displayed to the Delegated User at that approval level. The screen is as follows:

Approval Logs - Service Password

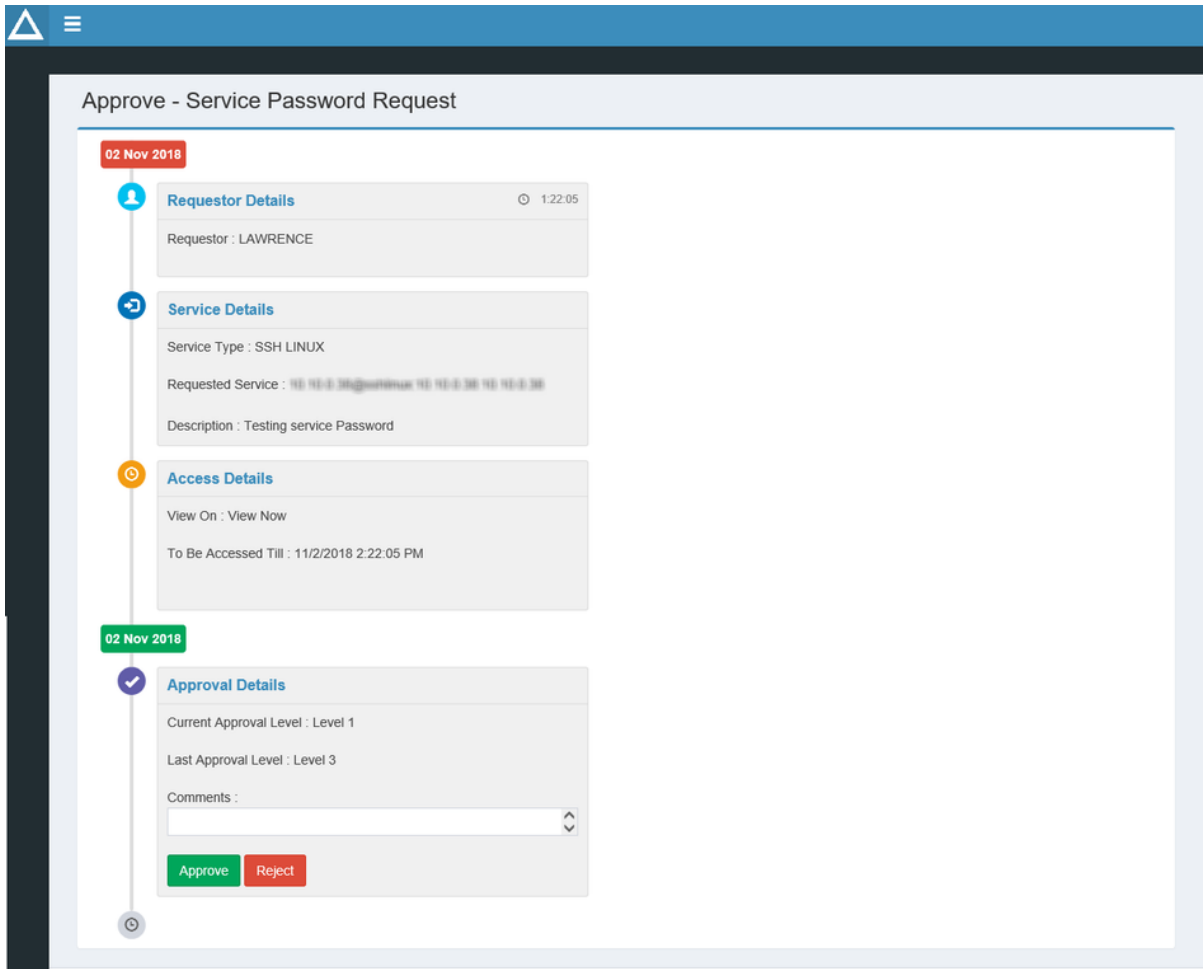
Date From: 04-02-2019 Date To: 09-10-2020

Show 5 entries Search:

Request ID	Requested By	Requested On	Description	Requested Till	Service	Final Status	Is View Now
297	ABHISHEK	02/20/2020 12:59:28	1st Request By Abhishek.	01/10/2020 15:58:47	MS 10.0.3930@msprod10.10.0.3930@LNLR	Rejected	Yes
299	SHWLESH	02/20/2020 12:59:28	2nd Request	01/13/2020 21:13:41	MS 10.0.3930@msprod10.10.0.3930@LNLR	Approved	Yes
295	SHWLESH	02/20/2020 12:59:28	3rd Request	01/10/2020 10:29:48	MS 10.0.3930@msprod10.10.0.3930@LNLR	Approved	Yes
408	SICHANAN	05/28/2020 12:52:23	aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	05/28/2020 13:51:00	MS 10.0.200@msprod10.10.0.200@LNLR	Approved	Yes
412	SHW	05/28/2020 14:54:32	aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	05/28/2020 16:53:00	MS 10.0.30@msprod10.10.0.30@LNLR	Approved	Yes

Showing 1 to 5 of 48 entries

1. Click the **View Request** link to view request details. The following screen will be displayed.



2. Request at level 1 needs to be approved either by a First-level Approver or Delegated User.
3. When a request is approved at level 1, it will be sent to the second-level approver.


i If either Approver or Delegated User rejects the request, the request thread will be terminated at that level.

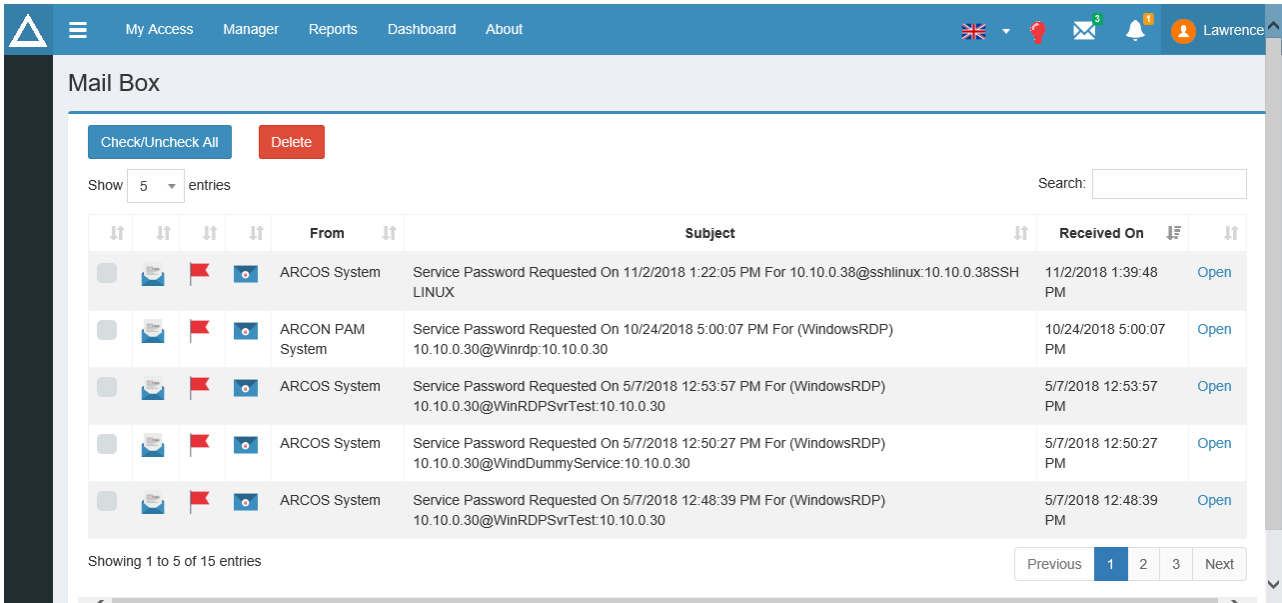
4. If all the Approvers approve the request, then the password will be delivered to the requester's mailbox.

Step 4: View the Password of the Requested Service

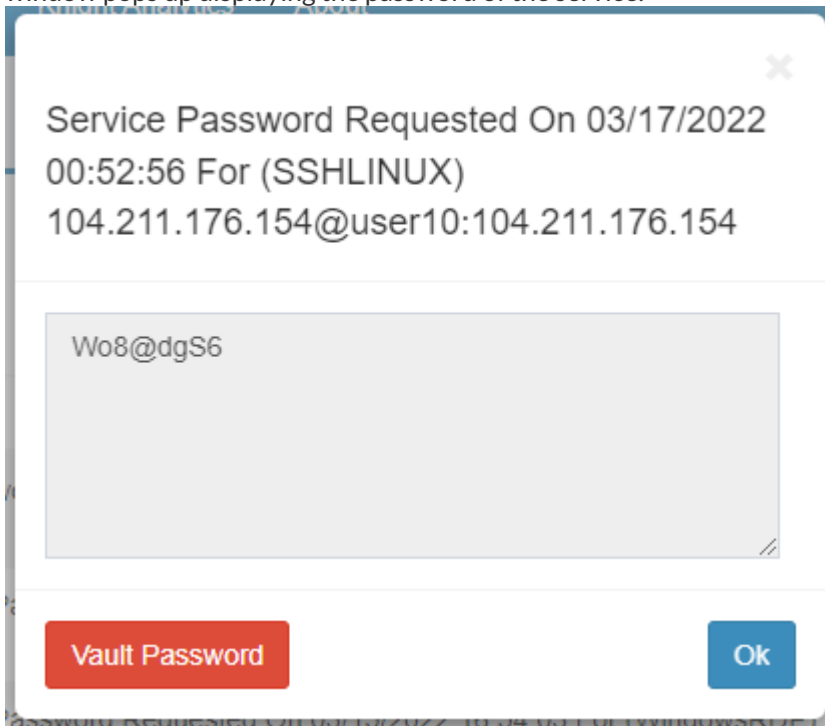
The Password of the service requested by the user will be delivered in the requester's ARCON | PAM mailbox if all Approvers approve the request.

To view Password of the requested service, use the following path:

Client Manager → Click the **Mailbox**  icon. The following screen will be displayed.



1. View the details displayed in the **Subject** column and click the **Open** link adjacent to it. The following window pops up displaying the password of the service.



2. Click **OK**. The window will be closed.

i If you select 1 value in **Open For Hours** drop-down while Raising Request but you finish working on the server in 30 mins, then you can click **Close Password** to allow ARCON | PAM to change password of Service at that moment. You can also request your last-level Approver to close the password.

Steps 5: View Logs

The Approval Logs - Service Password screen helps you to view the logs of the service password request raised by the User. In addition, it also displays the Request Approval details such as the name of the Approver, the status of approval, and the date/time requested for access. Approval Logs are displayed for all Approvers. Only the Approver at the last level can close the password of the service if requested by the requester.

To view Service Password Request logs, use the following path:

Client Manager → Manager → Approval Logs (:w:) → Service Password

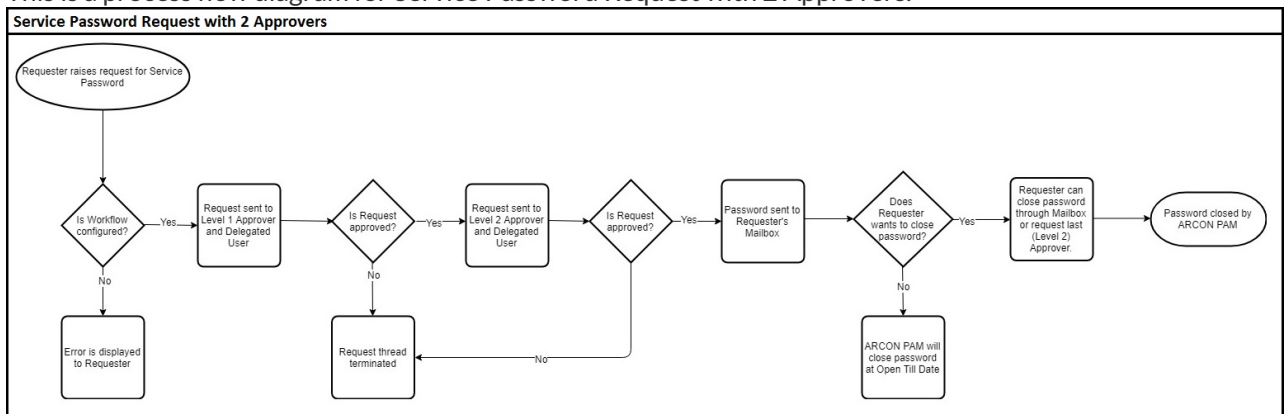
i Click on **Close** if you want to close password of the Service.

Server Manager → Manage → ARCOS Workflow Tracker → Service Password Request Workflow Tracker → Click View

LOB Profile	Requested By	Requested On	Description	Service Type	Service IP Address	Domain Name	Service User Name	DB Instance	View On Date	Open For Hours	Open Till Date	Current Approver Level	Approval Level
DEFAULT...	LAWRENCE	11/2/2018 ...	Testing s...	SSH LINUX	10.10.0.38	10.10.0.38	sshlinux		Nov 2 201...	1	Nov 2 2018...	1	3

3.2 Process Flow Diagram

This is a process flow diagram for Service Password Request with 2 Approvers.



Privileged Access Management Suite



Predict | Protect | Prevent

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