

Configure the Identity Service to secure the OpenLM components

If you are not installing Identity Service, anyone can access every v.21 component without any security. If you are installing Identity Service and setting up a Security Configuration, every component needs a Client ID and Secret Key to be accessed. There are two types of Security Configuration.

1. URL settings in Identity Service

- *OpenLM Server
- *DSS
- *Reports Scheduler
- *ServiceNow

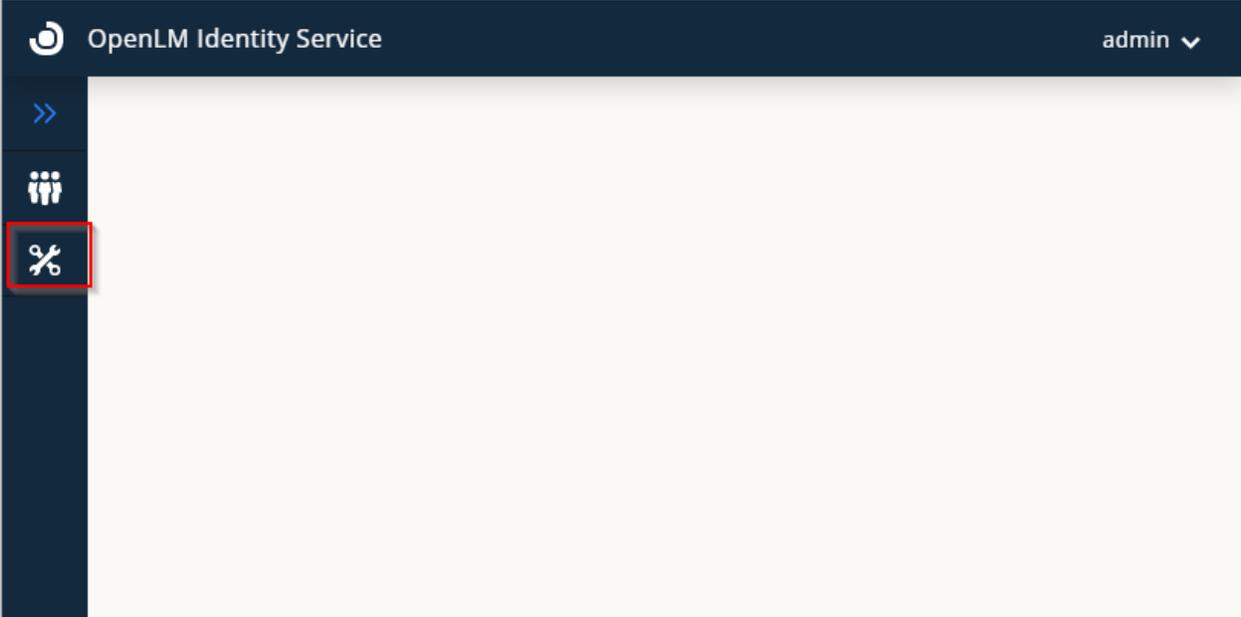
Setting a URL, when the user tries to open a URL in a browser, login credentials will be requested. The Client ID and Secret Key will be inserted into configuration files such as appsettings.json or a property file. Once you set up OpenLM Server URL in security mode, every component connected to OpenLM Server should be set up in security mode.

2. Authorization .json file from EasyAdmin

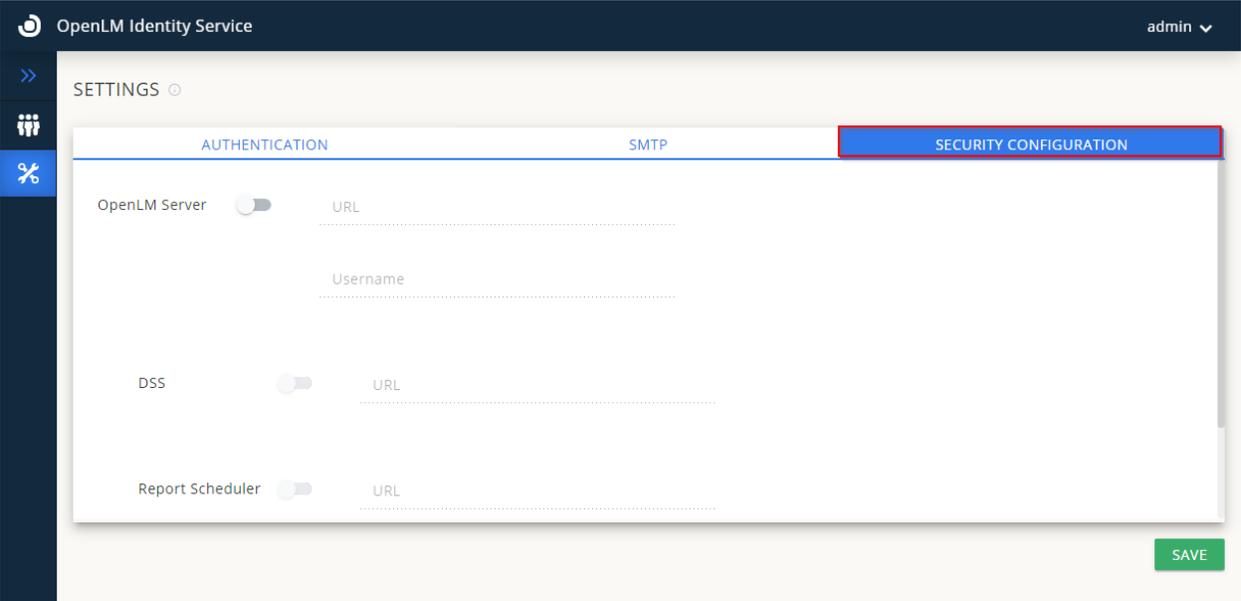
- *Broker
- *DSA
- *Agent
- *End User Services (Personal Dashboard)
- *Applications Manager
- *Router
- *OpenLM Server API

Once the OpenLM Server has been configured in security mode in the Identity Service UI, you need to issue an Authorization .json file (Client ID and Secret Key) from EasyAdmin for connected components. Then, import the authorization file into each component or put the file under their installation folders (this depends on the component).

To configure the OpenLM components to work in a secure environment, select the **Settings Icon** in the Identity Service window:



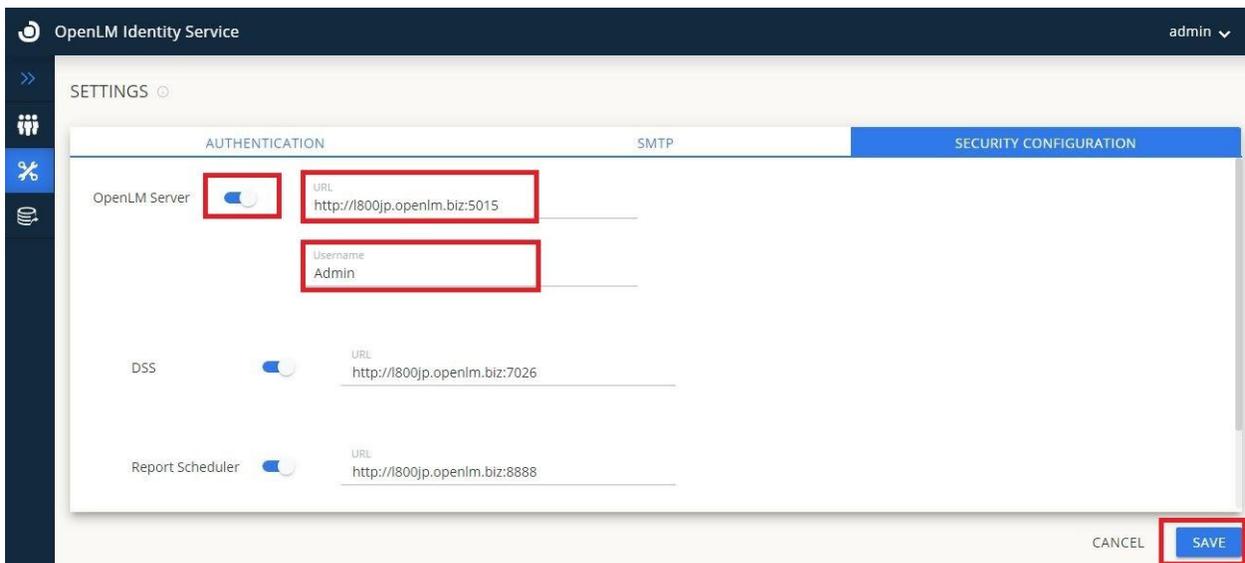
Select the **Security Configuration** tab:



Furthermore, we will upgrade each component to v.21 then configure them work in a secured environment with the Identity Service.

Configure the OpenLM Server to work in a secure environment

1. In the Identity Service UI, select the “**Settings**” tab, then “**Security Configuration**”.
2. Turn on the “**Server**” toggle switch.
3. Provide the FQDN for OpenLM Server Machine (Ex: <http://FQDN:5015>).
4. Type in the username (Admin by default)
5. Click “**Save**”.



The screenshot shows the 'OpenLM Identity Service' interface. The top navigation bar includes the service name and a user profile 'admin'. The main content area is titled 'SETTINGS' and has three tabs: 'AUTHENTICATION', 'SMTP', and 'SECURITY CONFIGURATION'. The 'SECURITY CONFIGURATION' tab is active. It contains three sections, each with a toggle switch and a URL field:

- OpenLM Server:** The toggle switch is turned on. The URL field contains 'http://1800jp.openlm.biz:5015'. The Username field contains 'Admin'.
- DSS:** The toggle switch is turned on. The URL field contains 'http://1800jp.openlm.biz:7026'.
- Report Scheduler:** The toggle switch is turned on. The URL field contains 'http://1800jp.openlm.biz:8888'.

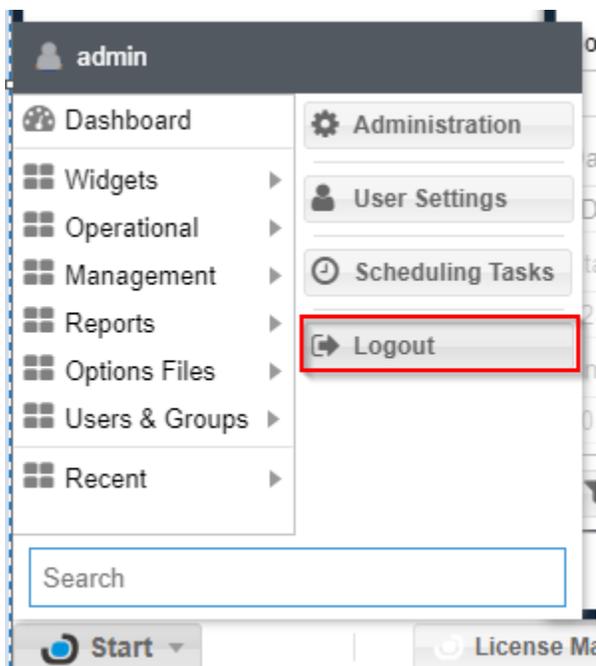
At the bottom right of the settings area, there are two buttons: 'CANCEL' and 'SAVE'. The 'SAVE' button is highlighted with a red box.

Note: this will enable Security, Client ID and Secret Key in the appsettings.json file.

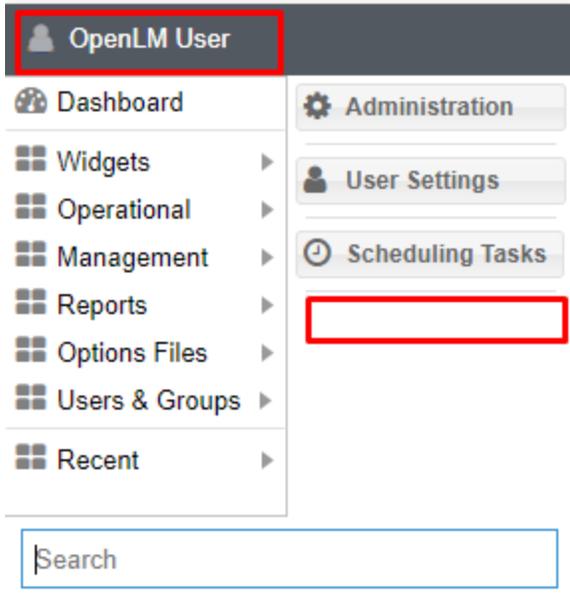
C:\Program Files\OpenLM\OpenLM Server\bin

```
83     "CloudMode": false
84   },
85   "Auth": {
86     "EnableSecurity": "True",
87     "Authority": "https://1800ip.openlm.biz:5000",
88     "Audience": "openlm.server.api",
89     "ClientId": "openlm.server.client",
90     "ClientSecret": "05fb09a1-4f2e-440f-a824-b9bac6cc64e9",
91     "ClientScope": "openlm.cloud.scope openlm.etlmanager.scope IdentityServerApi openlm.dss.scope",
92     "TokenEndpoint": "/connect/token"
93   }
94 }
```

6. Go to “**Services**” and restart both the Identity Service and the OpenLM Server. Restarting Services is mandatory to obtain a new Client ID and Secret Key. In the EasyAdmin Dashboard, we can now see the logout button with account:



Instead, if we turn off the Server’s toggle switch (Non-Security Mode), the logout/in button will disappear. Anyone can access EasyAdmin.



Warning: Each time you turn on/off Security Mode on OpenLM Server, you need to restart the OpenLM Server services in Windows Services to reflect the changes.

Account in Identity Service and Role & Permission

If your license file doesn't have Role & Permission, OpenLM Server still has basic Roles to assign users, and you can edit it only (No Adding, Deleting, Duplicating).

Filter: Sort:



System & Security



Active Agent



Working Days & Hours



Agent Policy



Show/Hide Features



Product Packages



Process Features



Projects



Cleanup Manager



Directory Synchronization



OpenLM License



Email/SMS



Alerts Management



Roles



Unmanaged Processes



Options Files



Agent Procedures



Router Management



Checkout Policy



OpenLM Applications Manager



Denials



Token-Flex



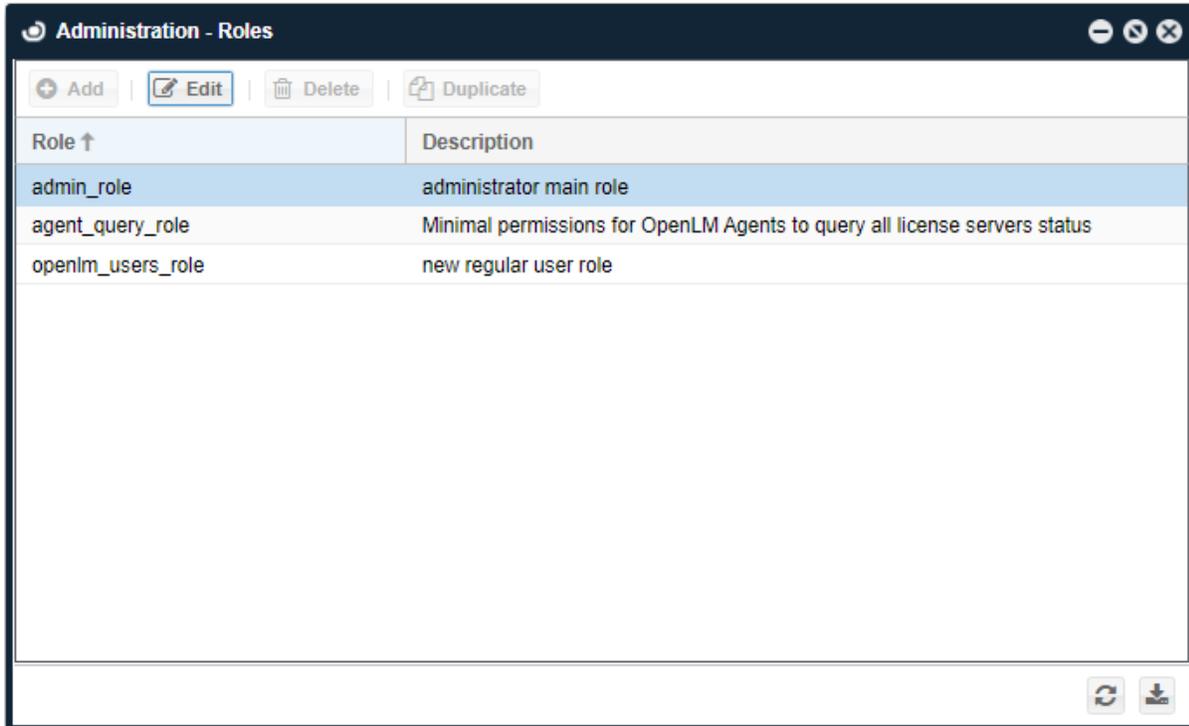
External Platforms



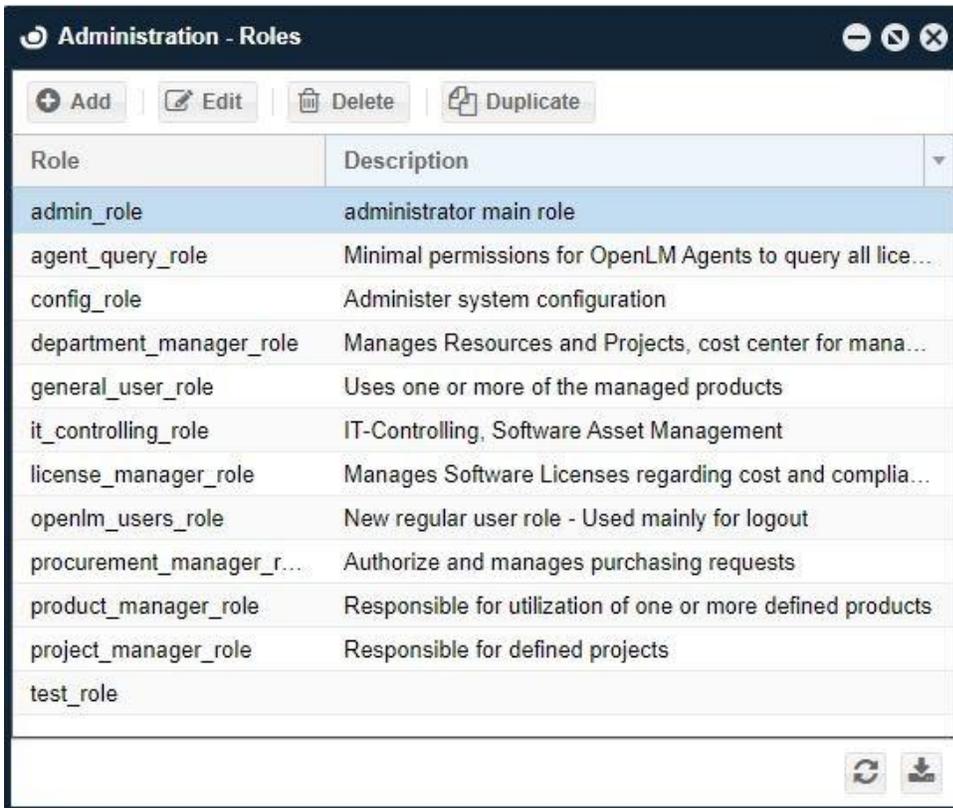
License Manager Servers



License File



But if your license file has Role & Permission, it can give you full range and functionality of Roles as below.



Please consult with our Sales at sales@openlm.com if you want full functionality.

The first default account is Admin in Identity Service. But if you want to create a new user, please follow the steps below.

1. Create a User account in Easyadmin.
2. Assign the Role to the user to login to EasyAdmin.

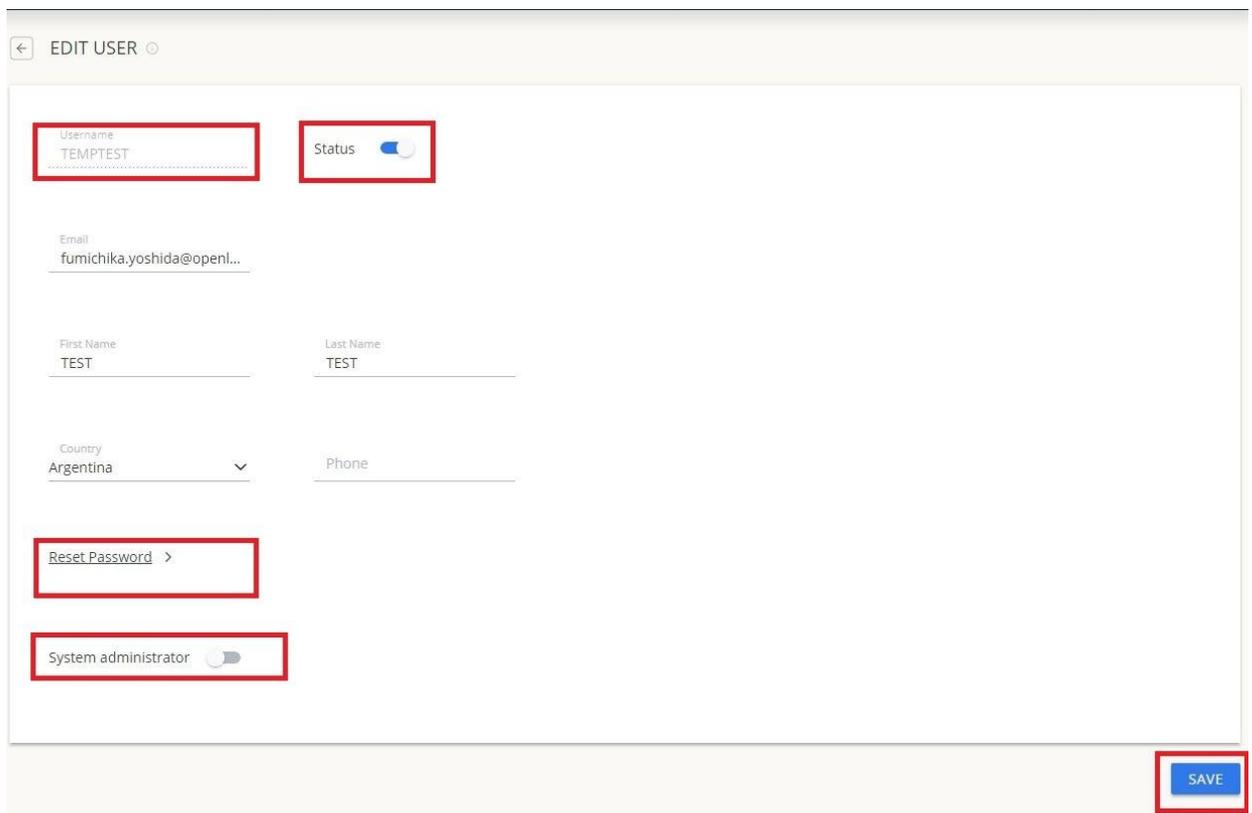
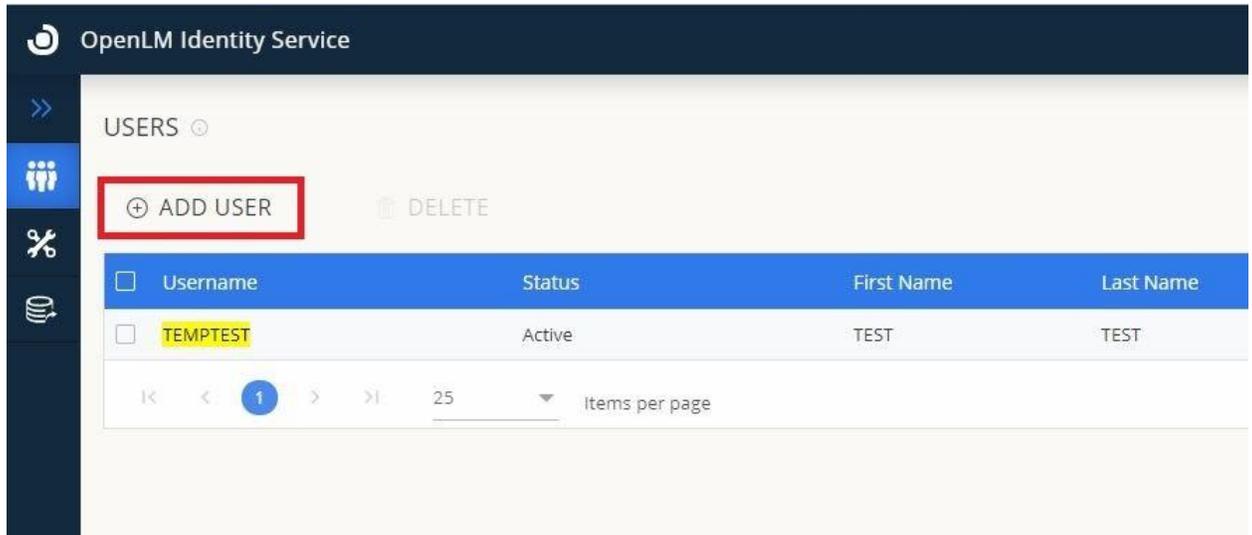
<https://www.openlm.com/knowledge-base/roles-and-permission-groups-based-security-kb4006>

The screenshot displays three overlapping windows from the EasyAdmin application:

- Users Window:** Shows a table with columns 'Name', 'First Name', and 'Last Name'. A single row contains 'TEMPTEST', 'TEST', and 'TEST'. The 'Add user' button is highlighted with a red box.
- Administration - Roles Window:** Shows a table with columns 'Role' and 'Description'. A single row contains 'admin_role' and 'administrator main role'. The 'Edit' button is highlighted with a red box.
- Users in admin_role Window:** Shows a table with columns 'Name', 'First Name', 'Last Name', and 'Department'. A single row contains 'TEMPTEST', 'TEST', 'TEST', and an empty cell. The 'Add' button at the bottom right is highlighted with a red box.

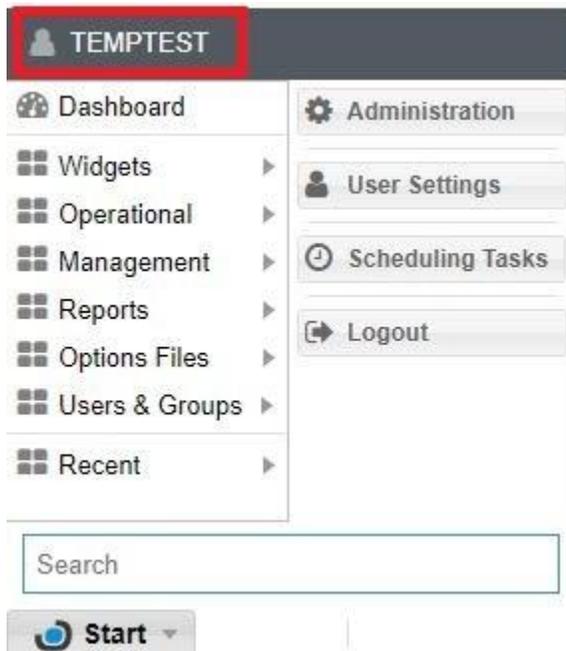
At the bottom of the 'Users in admin_role' window, there is a pagination bar showing 'Page 1 of 1' and a search bar with the text 'TEMP'.

3. Create the same user in Identity Service with Password.



Note: If you want the user to be able to edit Identity Service settings, enable the System Administrator toggle button.

4. Please login to EasyAdmin with the user account.



Now, we have to manually add the same user in each EasyAdmin and Identity Service UI. In particular, only the system administrator of Identity Service UI can change passwords.

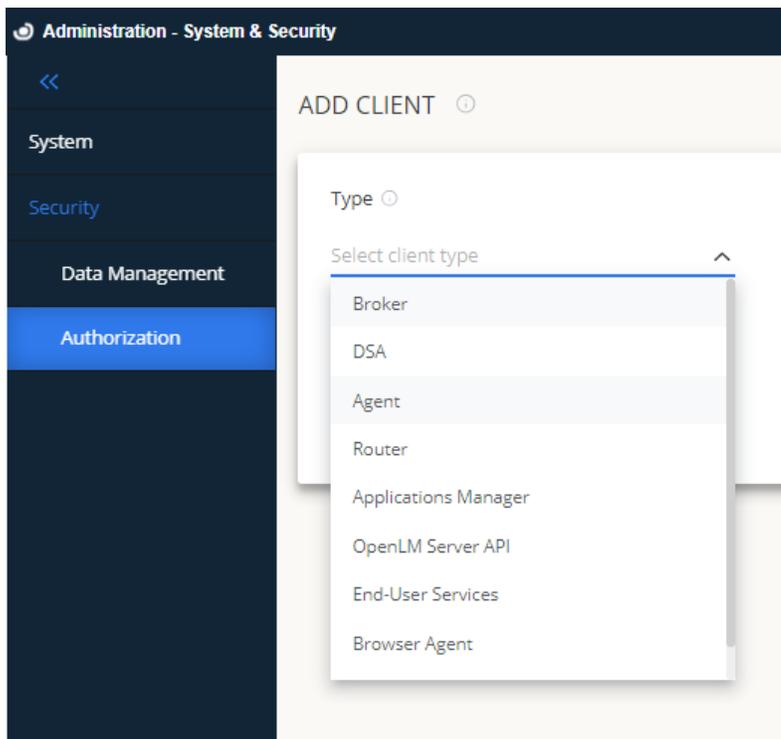
Configuring each component in Security Mode

Please note that, after you enable OpenLM Server Security mode in Identity Service, each connected component needs a Client ID and Secret Key (Authorization .json file).

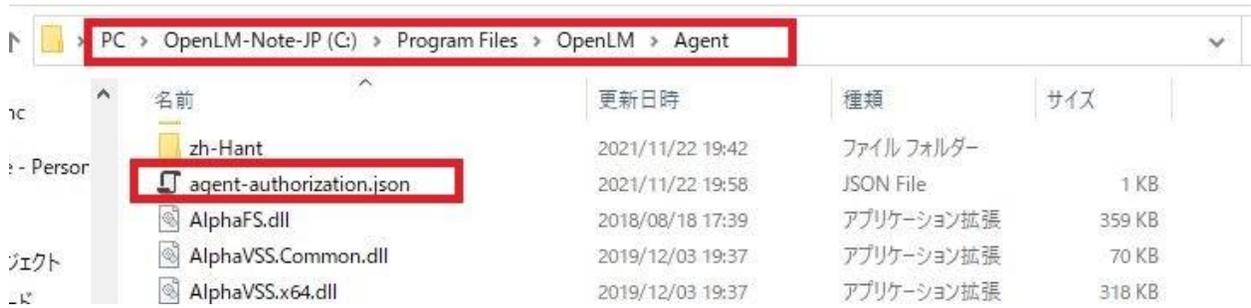
1. Open EasyAdmin → Security&Service→Security Tab→Authorization Tab

Client Type	Client Description	Date Created	Client ID
<input type="checkbox"/> Broker	TEST	2021-11-15T05:01:23.097032Z	openlm.broker.637725492830893189.n...
<input type="checkbox"/> DSA	TEST	2021-11-15T05:01:38.46667Z	openlm.dsa.637725492984646454.none
<input type="checkbox"/> Applications Manager	TEST	2021-11-15T05:01:57.358771Z	openlm.appmanager.client.6377254931...
<input type="checkbox"/> Router	TEST	2021-11-15T05:02:28.926441Z	openlm.router.637725493489240109.no...
<input type="checkbox"/> Agent	TEST	2021-11-15T05:02:45.203215Z	openlm.agent.637725493652013578.no...
<input type="checkbox"/> End-User Services	TEST	2021-11-15T05:03:18.598257Z	openlm.eus.637725493985963839.none
<input type="checkbox"/> OpenLM Server API	TEST	2021-11-15T06:56:55.630253Z	openlm.server.api.63772556215575575...

2. Add each component you are using, and download Authorization .json file.



3. Import the .json file while installing each component, or put it in the installation folder. (This depends on each component.)





4. Restart each service in Windows Services with OpenLM Server & Identity Service services running.

Please note that OpenLM Server needs to read the Client ID and Secret Key info from each component. Otherwise, they can't communicate with each other.

Troubleshooting

1. If EasyAdmin (OpenLM Server), DSS UI doesn't open, please check if appsettings has enabled the security value with Client ID and Secret Key. You can turn off security mode in Identity Service and turn it on again to reset the Client ID and Secret Key. Try it with new ones. Please do not forget to also reissue the authorization file for each component.
2. If Reports Scheduler and ServiceNow are not working, try the same as #1.
3. If EasyAdmin (OpenLM Server), DSS UI don't open, please check if you are using FQDN in Identity Service UI settings.
4. If you check the logs in the installation folder of each component, you might see the error INVALID CLIENT. This means something is wrong with the Client ID and Secret Key. Please try #1 and #2.
5. If OpenLM server and Identity Service services start later than other components, the ClientID and Secret Key will not be loaded from each component. Please restart Services with OpenLM Server and Identity Service services running.
6. Please make sure the Identity Service Port does not and conflict with other applications..

7. Please make sure the Identity Service has its own database and is connected.
Do not connect to the OpenLM Server database.

8. If OpenLM Server is not starting with Identity Service enabled and has a "True" value for security in the appsettings json file, then try to Set it "False" for Server for the security section and set "False" in appsetting.json file for Identity for the Section where OpenLM Server URL is indicated. Save changes. Restart both services and try to re-connect the Identity Service to the Server via the UI.