

# ServicePRO Web

ServicePRO Web AD Pass-through Authentication



### **Overview**

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

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



# **Enabling Sign in using Windows Login Account**

A ServicePRO Administrator will need to enable this feature before the option becomes available on the login screen.

- 1) Login to ServicePRO Web as a ServicePRO Administrator.
- 2) On the left panel, select **Portal Designer->General**, this will bring you to the 'Sign in' Tab.





3) Change the value to **Yes** where it says **Allow user to sign in using Windows Login Account** and save the changes.

Sign in	🚯 Theme				
(PLEASE NOTE: Changes in the first two options will not be displayed until an IIS reset has been performed)					
Allow user to (If you have Pr please do not	o sign in using Windows Login Account lysical Path Credentials option set on website level in IIS, enable this option)	Yes			
Allow user to	o sign in using twitter account	No			
CAPTCHA Av	ailable	No			

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

In order for ServicePRO ServicePRO Web 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 ServicePRO Web **HSCloud9Pool** to **ApplicationPoolIdentity.** 

incen.	🐺 Go 👒 🤘	Show All Gro	oup by: No Groupi	ng 🔹	
lame 🔺	Status	.NET CLR V	Managed Pipel	Identity	Applications
.NET 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)

	Advan	ced Settings	?	x
4	(General) Application Pool Physical Path Physical Path Credentials Physical Path Credentials Logon Type Preload Enabled	HsCloud9Pool C:\HelpSTAR\HSSITES\ServicePRO.Cloud9\ ClearText False		
	Virtual Path	/Enduser		
⊿	Behavior			
	Enabled Protocols	http		
Ph [u: pa	<b>ysical Path Credentials</b> sername, password] Credentials for the user identity th for the virtual directory.	that should be impersonated when accessing the p	ohysica	91
		ОК	Canc	el
	Connect As	? X		
р С	ath credentials: Specific user:			
		Set		
		JEL		
۲	Application user (pass-through authentica	tion)		
		OK Cancel		



3) On the ServicePRO Web 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.

NEGOTIALE		Move Up
		Move Down
		Remove
Select a provider fro	m the list of available providers	and click Add
Select a provider from to add it to the enab Available Providers:	m the list of available providers lled providers.	and click Add



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

		Advanced S	Settings	?	>
xtended Protect	tion:				
Off	~				
Click here for mo	ore information	online			
Enable Kerne By default, IIS e authentication application poor disable this sett application poor	el-mode authent nables kernel-m performance an ols configured to ting if Kerberos a ol is configured t	ication ode authentic d prevent auth use a custom authentication to use a custor	ation, which may im ientication problems identity. As a best p is used in your envir n identity.	pprove s with practice, do not ronment and the	*
Click here for mo	ore information	online			



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

#### C:\HelpSTAR\HSSITES\ServicePRO.ServicePRO Web\Web.config

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

		Web.config - Notepad 📃 🗖	x
ile Ed	dit For	rmat View Help	
		<keyalgorithmstorageprovider xsi:nil="true"></keyalgorithmstorageprovider>	
	</td <td>enterpriselibrary.configurationSettings&gt;</td> <td></td>	enterpriselibrary.configurationSettings>	
	< < <	onnectionStrings>	
		<pre><add connectionstring="" name="ServicePro.Unity" providername="System.Data.SqlClient"></add></pre>	
	</td <td>connectionStrings&gt;</td> <td></td>	connectionStrings>	
	<a< td=""><td>ppSettings&gt;</td><td></td></a<>	ppSettings>	
		<add key="webpages:Version" value="3.0.0.0"></add>	
		<add key="webpages:Enabled" value="false"></add>	
		<add key="ClientValidationEnabled" value="true"></add>	
		<add key="UnobtrusiveJavaScriptEnabled" value="true"></add>	
		<add key="CurrentDevExpressSchemeColor" value="255,255,255"></add>	
		<add key="hsProduct" value="0"></add>	
		<add key="hsDatabaseType" value="0"></add>	
		<add key="hsSessionTimeout" value="60"></add>	
		<add key="TwitterConsumerKey" value=""></add>	
		<add key="TwitterConsumerSecret" value=""></add>	
		<add key="TwitterUserID" value=""></add>	
		<add key="aspnet:MaxJsonDeserializerMembers" value="150000"></add>	
	</td <td>appSettings&gt;</td> <td></td>	appSettings>	
	<5	ystem.web>	
		<pre><authentication mode="None"></authentication></pre>	
		<compilation debug="false" targetframework="4.5.1"></compilation>	
		<pre><httpruntime enableversionheader="false" executiontimeout="300" maxrequ<="" pre="" targetframework="4.5.1"></httpruntime></pre>	les
		<pre><sessionstate <="" cookieless="fals&lt;/pre&gt;&lt;/td&gt;&lt;td&gt;e" mode="StateServer" stateconnectionstring="tcpip=127.0.0.1:42424" td=""></sessionstate></pre>	
	</td <td>system.web&gt;</td> <td></td>	system.web>	
		m · · · · · · · · · · · · · · · · · · ·	>

7) After making all changes listed, please reset the IIS by running **IISRESET** from within the IIS Manager or from a command prompt by running the command: iisreset.



### **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) and select Trusted Sites then click on Sites. Add the website for ServicePRO Web to your Trusted Sites list. If you are not using SSL (HTTPS), you will have to uncheck the option to "Require server verification (https:) for all sites in this zone" before clicking on Add.

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



#### 2. Next select Custom Level

This will open the Security Settings – Trusted Sites Zone window.

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

Enable Automatic logon with current user name and password.

Security Settings - Trusted Sites Zone	
Settings	
O Disable	~
Enable	
Enable XSS filter	
O Disable	
Enable	
Scripting of Java applets	
O Disable	
Enable	
O Prompt	
용 User Authentication	
Sector 2010	
Anonymous logon	
<ul> <li>Automatic logon only in Intranet zone</li> </ul>	
Automatic logon with current user name and password	
O Prompt for user name and password	~
< III >	-
Automatic logon with current user name and password     Prompt for user name and password     III     S *Takes effect after you restart your computer	~

**Note**: Depending on the security within the browser, if these settings are not set correctly then you might be prompted for your Windows credentials before it will pass you through. You may also need to contact your Administrator if these settings are greyed out as they would be controlled through Group Policy. Some browsers like Mozilla Firefox do not support Automatic Logon so it will always prompt you for credentials.



## **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 Service	PRO Web	🔤 US 🗸
Please enter Email add	ress or User Name	
Revealed Password		
Forgot password?		
🖒 ServicePRO	•	
Keep me signed in		Off ●
		Login
Need an account? Sign	n up now	
	- Or Sign in using -	

If the user exits ServicePRO Web 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 ServicePRO Web URL, the ServicePRO Web Approval Link, the Suggested Link URL or the Request URL (i.e. Pass-through Authentication will occur).

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