

# Enterprise Password Manager

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Administrator Guide

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# 1 Introduction

EPM is a multi-tenant enterprise web portal application, which is a user self-service application to manage AD/ Enterprise Domain password. Using this application any organization can reduce Helpdesk time and increase productivity. EPM has been designed to encrypt all sensitive information like password and user responses to user challenges. The Administrator Guide covers configuration and administration tasks of administrator for EPM.

## 1.1 Audience

This manual is targeted for users who are responsible for performing evaluation, administration and maintenance tasks of Enterprise Password Manager in an organization. This user would be the Enterprise Password Manager Administrator.

# 2 Abbreviation

AD	Active Directory
LDAP	Lightweight Directory Access Protocol
EPM	Enterprise Password Manager
TCP	Transmission Control Protocol
SSL	Secure Socket Layer
URL	Uniform Resource Locator (web server address typed in a browser)
SMTP	Simple Mail Transfer Protocol
CR	Challenge/Response
IP	Internet Protocol



### 3 Configure EPM

EPM is designed to differentiate a tenant based on the site URL. URL is the text typed in the web browser location field to access any web portal. Once installed and accessed, EPM displays configuration page where details of site can be keyed in and stored.

EPM can be accessed by the URL <http://<hostname>:8080/EPM> where hostname can be something like [epm.mydomain.com](http://epm.mydomain.com), host IP can be 192.168.2.99.



URL based tenant model differentiates between hostname and host IP as two tenants. Hence once installed, if EPM is accessed as <http://epm.mydomain.com/EPM> and <http://192.168.2.99/EPM> then EPM differentiates them as two separate tenants and both will have separate configuration settings.

The context path for application on Tomcat/JBoss would be /EPM. The context path on other Web / Application servers can be specified as needed at the time of deployment.

First time URL access would lead to the application configuration page as shown below.

Figure 1 - EPM Configuration Page



To configure your installation, follow the steps below:

- Configure Database
- Configure Domain
- Configure Mail Server
- Configure Company details

## 3.1 Configure Database

- a. Select “Database” tab.
- b. Select “Database Type”, available options are “Oracle” and “MSSQL”.
- c. Provide details for the chosen database type.

### 3.1.1.1 Database type MSSQL

Database Configuration	
Database Type*	MS SQL
Server Name / IP Address*	sqlsrv1.domain.com
Server Port*	1433
Instance Name*	EPMDB
Database Name*	EPMDB
DB User Name*	sa
DB User Password*	Q#er3yxz!

Figure 2 - Configure database type MSSQL



⇒ Instance Name and database name can be same or different. Please check with your DBA.



### 3.1.1.2 Database type Oracle

Database Configuration	
Database Type*	Oracle
Server Name / IP Address*	orcsrv1.domain.com
Server Port*	1521
Service Name*	epmdb.dbsrv01.com
DB User Name*	epmdb
DB User Password*	Q#er3yxz!

Figure 3 - Configure database type Oracle



⇒ Service Name has to be correct. E.g. In default installation of Oracle on a Windows/Linux machine with default database name, service name is orcl.hostname.com. Please check with your DBA.

## 3.2 Configure Domain

Select “Domain” tab to configure domain details.

### 3.2.1 Domain basic details

AD/LDAP Domain Configuration	
Domain Name*	domainad.com
Host Name / IP Address*	epmsrv1.domain.com
SSL Port*	636

Figure 4 - Configure AD/LDAP Domain





- ⇒ Domain name can be root domain or child domain in a domain tree. This domain name would be considered as Primary Domain for this site by EPM.
- ⇒ Only secure port is supported. Non-secure ports not supported.
- ⇒ All values provided have to be correct else configuration would not be completed.

### 3.2.2 Domain user details

AD/LDAP Domain User(s)/Group(s)	
EPM Admin*	<input type="text" value="epmamdin"/>
EPM Admin Password*	<input type="text" value="epmadmpass"/>
EPM Admin Group*	<input type="text" value="epmadmins"/>
Help Desk Group*	<input type="text" value="helpdesk"/>

Figure 5 - Configure Domain admin and groups

Provide details like EPM Admin, an AD/LDAP user who is designated administrator of EPM application for the current site and domain, and other details like Helpdesk group etc.



- ⇒ All the above values provided should exist in AD/LDAP. Configuration would not be completed if the provided values do not exist or are not correct.
- ⇒ EPM Admin Group and Help Desk Group value provided should have user password change permission.
- ⇒ EPM Admin should be member of EPM Admin group.

## 3.3 Configure Mail Server

Select “Mail” tab to configure mail server details.

Mail Server Configuration	
Mail Server (SMTP) IP/Hostname*	<input type="text" value="smtp.domain.com"/>
Mail Server (SMTP) SSL Port*	<input type="text" value="465"/>
eMail ID to send notifications*	<input type="text" value="epmadmin@domain.com"/>
eMail sender password*	<input type="text" value="epmadminpass"/>





Figure 6 - Configure mail server



- ⇒ Mail server (SMTP) needs to be connected securely, since emails sent from EPM consist user password.
- ⇒ Only SSL port is supported.
- ⇒ Values provided are not validated and hence EPM may fail to send mails correctly.

### 3.4 Configure Company


Select “Company” tab to configure company details.

Organization Name	
Company/Organization Name*	<input type="text" value="New Org Inc."/>
Company Logo - You can upload your company logo after logging in as EPM administrator.	

Figure 7 - Configure company details

After completing entry of all required fields in configuration page, click on “Save” button to save your settings for the current site and chosen domain. All settings would be verified and saved. A success message would be displayed if all is well else appropriate error message is displayed.

### Configuration Success



Configuration saved successfully.  
Please click "OK" to goto SignIn page  
and start using the application.

OK

Figure 8 - Configuration success message

After completion of configuration, you would be re-directed to sign in page.





### 3.4.1 Sign In

Sign in as EPM Admin, as provided during configuration. After successful sign in, you would be required to complete registration process.

As explained in User Guide registration is the process of providing complete profile details along with first time setting of Challenge/Response by the user. Registration is required to use EPM and its features. Sign in screen has three fields. Table below describes the same. Figure 9 below is the sign in screen.

Field Name	Field Description
Username	Your AD saMAccountName or LDAP userid.
Password	Your password
Domain	Choose domain from the drop down. First domain would be the one, which was provided during EPM configuration.

The image shows a 'SIGN IN' web interface. At the top, the text 'SIGN IN' is displayed in large, bold, blue letters. Below this, there are three input fields. The first field is labeled 'Username' and contains a person icon followed by the text 'eg. myusername'. The second field is labeled 'Password' and contains a key icon followed by the text 'eg. P9e1@7K3'. The third field is labeled 'Domain' and contains a dropdown menu with the text '- Select Domain -' and a small upward/downward arrow icon. To the right of the 'Domain' field is a blue button with the text 'Go'. At the bottom left, there is a logo consisting of a green leaf-like shape and the text 'YourLogo'. To the right of the logo is a blue button with the text 'Forgot Password?'. The entire interface is enclosed in a light gray border.

Figure 9 - Login Screen



## 4 Administrative Tasks

EPM provides three different roles to the signed in user based on the groups the signed in user is member of in AD/LDAP.

Role Name	Role Code
EPM Administrator	ROLE_ADMIN
EPM Helpdesk	ROLE_HELPDESK
Enterprise User	ROLE_USER

Home page of EPM Administrator, EPM Helpdesk and Enterprise User has different left navigation menu items. Right pane displays the roles assigned to you upon sign in and the task that can be performed by the assigned role. Figure 10 is the home page of EPM Administrator.

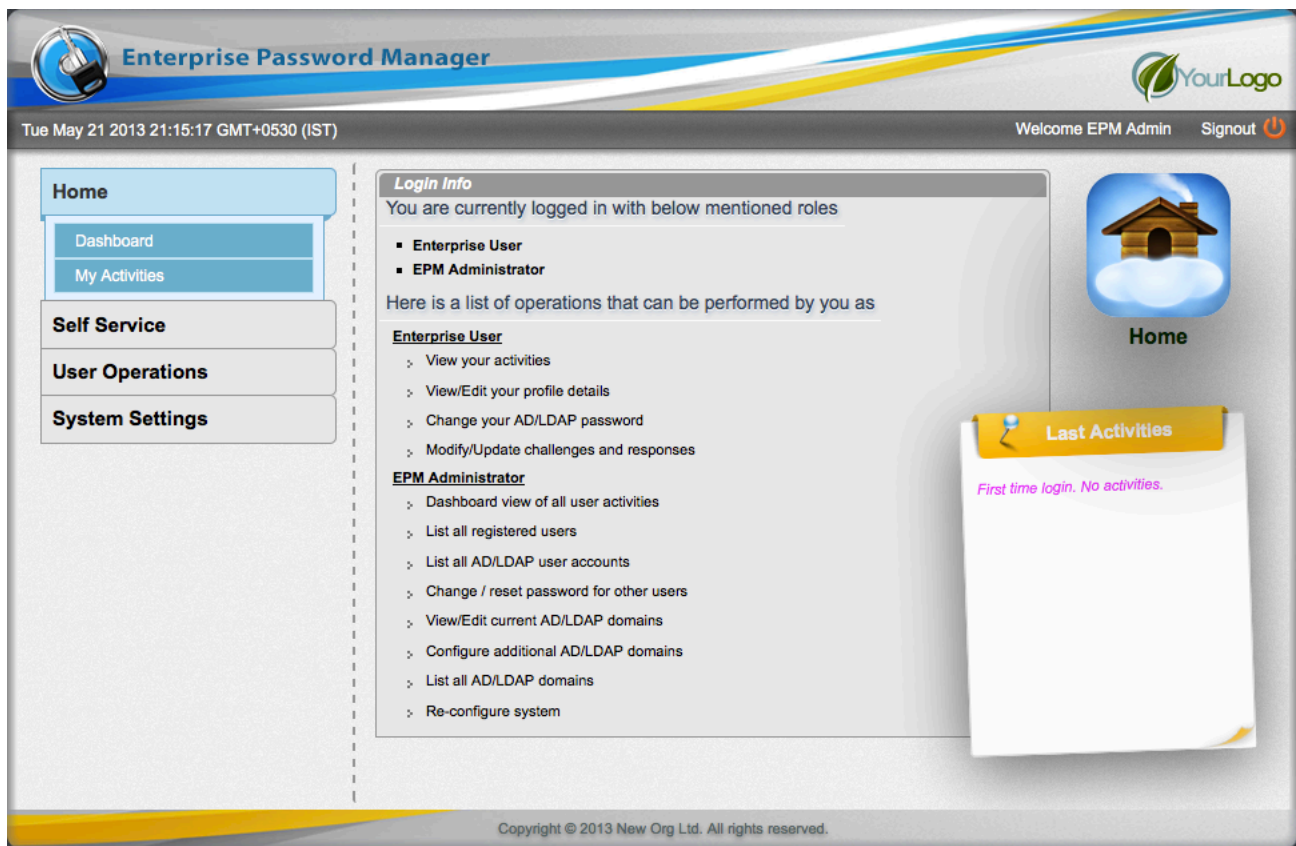


Figure 10 - Home Page of EPM Admin

Home page also has a section in the right pane, which displays “Last Activities” of the signed in user. As seen above in Figure 10, first time login displays no activities. After certain activities, it would display something like in Figure 11

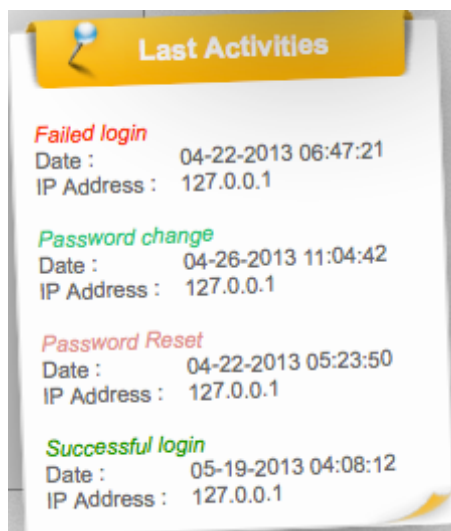


Figure 11 - List of last activities

### 4.1.1 List of all Self Service User tasks

#### 4.1.1.1 Password related tasks

- Change password
- Modify/Update Challenge/Response

#### 4.1.1.2 Other tasks

- My activities
- View/Edit profile

These tasks described in detail in User guide.

### 4.1.2 List of all Helpdesk tasks

- List all registered users
- List all AD/LDAP users
- Reset/change password of users

### 4.1.3 List of all Administrator tasks

- Dashboard view of all users activities
- List all registered users
- List all AD/LDAP user accounts
- Reset/change password of users
- List all AD/LDAP domains
- View/Edit current AD/LDAP domain
- Add additional AD/LDAP domains
- Re-configure system



## 4.2 Dashboard

Click on “Dashboard” menu item of “Home” tab as shown below Figure 12. As shown in Figure 13, dashboard with four sections would be displayed.

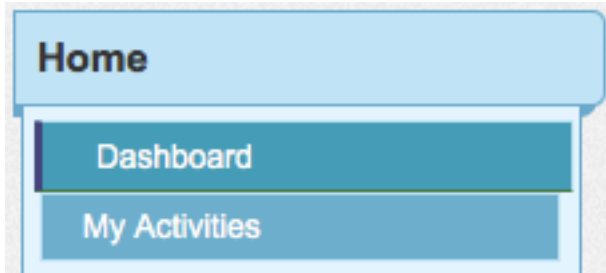


Figure 12 - Home Menu Tab

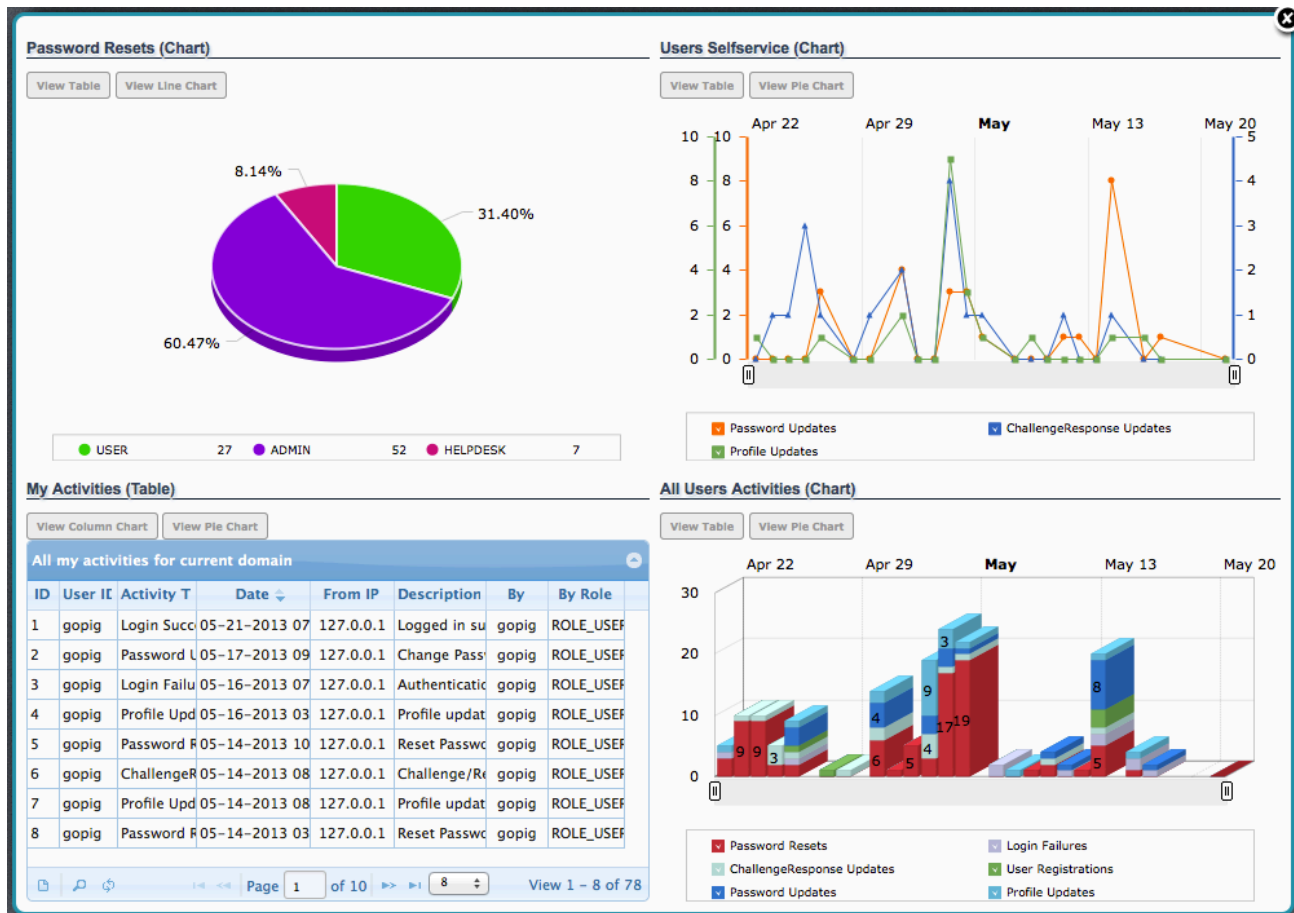


Figure 13 - Dashboard

The four sections displayed are

- Password Resets
- Users Self Service
- My Activities
- All Users Activities



Each section has option to display data as “Line Chart” or ”Column Chart”, “Pie Chart” and “Table”.

## 4.2.1 Password Resets

This section displays all the password resets done by a role till now from the first access of the application. Password change action taken by administrator and/or helpdesk is logged as Password Reset.

### 4.2.1.1 Pie chart

This chart displays data in percentage of activity type by each role, as shown by Figure 14.

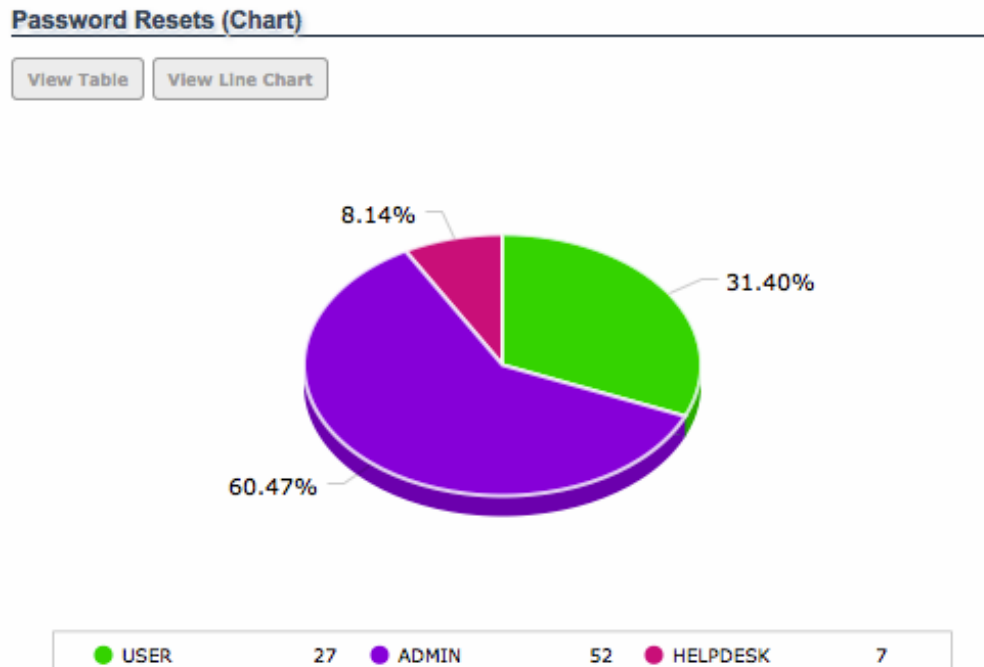


Figure 14 - All Password Resets Pie Chart (Dashboard)

### 4.2.1.2 Line chart

This chart displays data in number of resets done on each day, by each role, as shown by Figure 15. In this chart you can zoom in to get more granular data for a smaller date range when the data gets larger by the day and vice-versa. This can be done using a zoom slider. Legend of the chart defines each color's role type and corresponding activities.



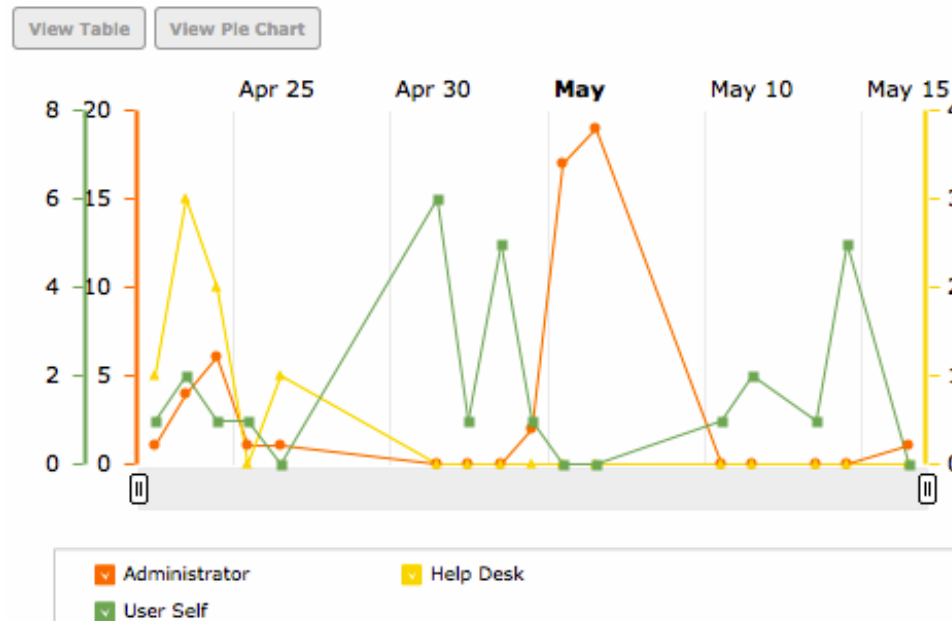
**Password Resets (Chart)**

Figure 15 - All Password Resets Line Chart (Dashboard)

**4.2.1.3 Table View**

Password Resets data can be viewed in paginated table form as well. This table displays data in more detail, like action taken by whom, for whom from which IP address, on which date etc. as shown in Figure 16 below.

**Password Resets (Table)**

View Line Chart View Pie Chart

Users password reset activities for current domain

ID	User ID	Activity T	Date	From IP	Description	By	By Role
41	epmadn	Password R	04-24-2013 08	127.0.0.1	Change Pass	gopig	ROLE_ADM
42	epmadn	Password R	04-24-2013 07	127.0.0.1	Change Pass	gopig	ROLE_ADM
43	epmadn	Password R	04-24-2013 07	127.0.0.1	Change Pass	gopig	ROLE_ADM
44	epmadn	Password R	04-24-2013 07	127.0.0.1	Reset Passw	gopig	ROLE_ADM
45	epmadn	Password R	04-23-2013 11	127.0.0.1	Reset Passw	gopig	ROLE_ADM
46	epmadn	Password R	04-23-2013 11	127.0.0.1	Reset Passw	gopig	ROLE_ADM
47	epmadn	Password R	04-23-2013 11	127.0.0.1	Reset Passw	gopig	ROLE_ADM
48	epmadn	Password R	04-23-2013 11	127.0.0.1	Reset Passw	gopig	ROLE_ADM

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Figure 16 - All Password Resets Table View (Dashboard)



Similar is for all other sections which display relevant data for all activities happening on this system.

## 4.2.2 All Users Activities

This section also displays data in three forms, Pie chart, and Column chart with Table view as well.

### 4.2.2.1 Column Chart

This chart displays total count of each activity for each day as Stacked Column chart. As shown below in Figure 17, each day data is displayed in stacked column form with each color representing different activity.

In this chart you can zoom in to get more granular data for a smaller date range when the data gets larger by the day and zoom out to get data for larger date range. This can be done using a zoom slider. Legend of the chart defines each color's activity type.

#### All Users Activities (Chart)

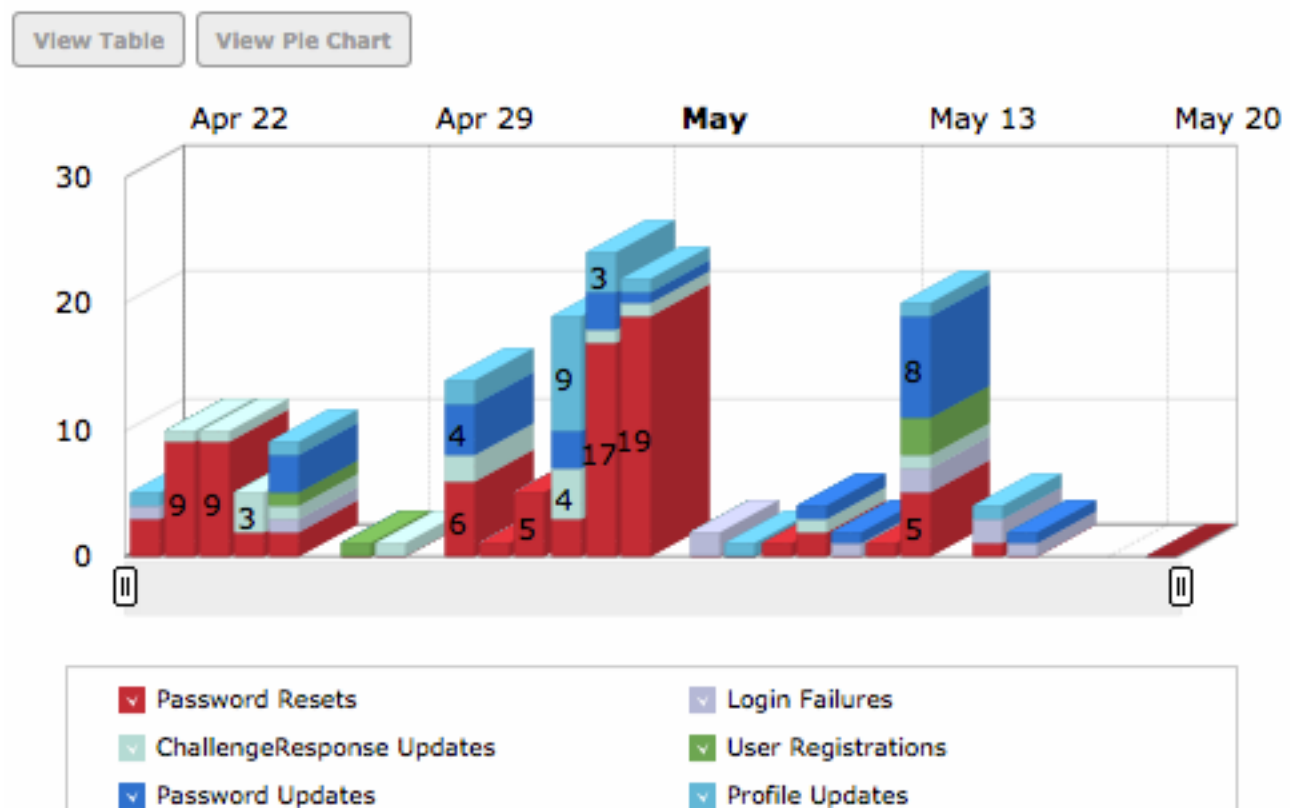


Figure 17 - All Users Activities (Dashboard)





## 4.3 User Operations

Administrator(s) can reset the password of any user in the domain. To do this administrator has to list the user accounts and/or search for a particular user account and then perform password reset.

As shown below in Figure 18, the left navigation menu has two sub items

- List all registered users
- List all AD/LDAP user accounts

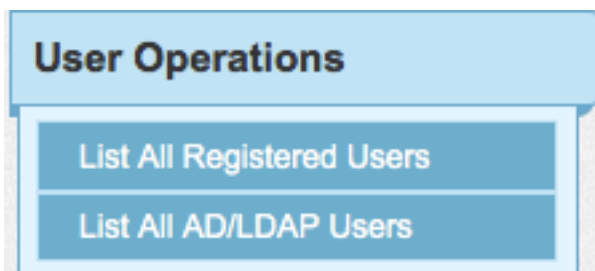


Figure 18 - Available user operations for Admin/Helpdesk

### 4.3.1 List All Registered Users

As shown in the Figure 19 below, Administrator or Helpdesk can list all registered users and perform password reset activity.

**View All Registered Users**

**Info**

- Below is the list of all Users registered on this system for this domain.
- Use the search button to search a registered user not listed here.
- Use the view button to see the details of each selected record. You can even double click on any row to see details of that record.
- Select a row for the account related actions like Change Password.

**Registered Users**

All registered Users of current domain					
ID	First Name	Middle Name	Last Name	User ID	EMail ID
1	EPM		Admin	epmadm0101	epm@newdom.com
2	EPM		Admin	epmadmin29	epm29@newomd.com
3	EPM		Admin	epmadm0404	epm0404@newdom.co
4	EPM		Admin	epmadm0505	epmadm0505@newdor
5	EPM		Admin	epmadmin0303	epm0303@newomd.co
6	EPM		Admin	epmadmin34	epmadm34@newdom.c

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Figure 19 - List of domain user accounts



On selection of a particular row actions that can be performed by administrator or helpdesk are displayed. This is shown in Figure 20 below.

ID	First Name	Middle Name	Last Name	User ID	EMail ID
1	EPM		Admin	epmadm0101	epm@newdom.com
2	EPM		Admin	epmadmin29	epm29@newomd.com
3	EPM		Admin	epmadm0404	epm0404@newdom.co
4	EPM		Admin	epmadm0505	epmadm0505@newdor
5	EPM		Admin	epmadmin0303	epm0303@newomd.co
6	EPM		Admin	epmadmin34	epmadm34@newdom.c

Click on the buttons below for the corresponding action on the selected user account.

Figure 20 - Actions for Admin on selected user account

On click of “Change Password” button the password change screen is displayed as shown in Figure 21 below.

**Change Password for EPM Admin**

**Info**

- Following is the set of rules to set your new password.
  - Atleast One letter character (e.g. [a-z])
  - Atleast One capital letter character (e.g. [A-Z])
  - Atleast One special character (e.g. ([!, %, &, @, #, \$, ^, \*, ?, ~, ], , ) )
  - Atleast One numeric character (e.g. [0-9])
  - Minimum length is 8 characters

**PHOTO NOT AVAILABLE**

New Password:

Confirm Password:

Figure 21 - Change Password by Admin for registered user

After providing the password, and clicking “Apply” button, the system would update the selected user account password in AD/LDAP and send a mail to the users registered email id.




### 4.3.2 List All AD/LDAP User Accounts

As shown in the Figure 22 below, Administrator or Helpdesk can list all AD/LDAP user accounts and perform password reset activity.

**View All AD/LDAP User Accounts**

**Info**

- Below is the list of all Users accounts from AD/LDAP on this system for this domain.
- Use the search button to search a registered user not listed here.
- Use the view button to see the details of each selected record. You can even double click on any row to see details of that record.
- Select a row for the account related actions like Change Password.



**AD / LDAP User Accounts**

**All AD/LDAP Users of current domain**

ID	First Name	Initials	Last Name	User ID	Distinguished Name
1	EPM		Admin	epmadmin34	CN=epmadmin34,CN=Users,DC=pmpnewdon
2	EPM		Admin	epmadm0880	CN=epmadm0880,CN=Users,DC=pmpnewdon
3	EPM		Admin	epmadmin29	CN=epmadmin29,CN=Users,DC=pmpnewdon
4	EPM		Admin	epmadmin007	CN=epmadmin007,CN=Users,DC=pmpnewdon
5	EPM		Admin	epmadmn0404	CN=epmadmn0404,CN=Users,DC=pmpnewdon
6	EPM		Admin	epmadmin0303	CN=epmadmin0303,CN=Users,DC=pmpnewdon

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Figure 22 - List of domain user accounts

On selection of a particular row actions that can be performed by administrator or helpdesk are displayed. This is shown in Figure 23 below.

**All AD/LDAP Users of current domain**

ID	First Name	Initials	Last Name	User ID	Distinguished Name
1	EPM		Admin	epmadmin34	CN=epmadmin34,CN=Users,DC=pmpnewdon
2	EPM		Admin	epmadm0880	CN=epmadm0880,CN=Users,DC=pmpnewdon
3	EPM		Admin	epmadmin29	CN=epmadmin29,CN=Users,DC=pmpnewdon
4	EPM		Admin	epmadmin007	CN=epmadmin007,CN=Users,DC=pmpnewdon
5	EPM		Admin	epmadmn0404	CN=epmadmn0404,CN=Users,DC=pmpnewdon
6	EPM		Admin	epmadmin0303	CN=epmadmin0303,CN=Users,DC=pmpnewdon

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**Click on the buttons below for the corresponding action on the selected user account.**

Cancel Change Password

Figure 23 - Actions for Admin on selected user account



On click of “Change Password” button the password change screen is displayed as shown in Figure 24 below.

Figure 24 - Change Password by Admin for domain user account

### 4.3.3 Searching AD/LDAP user account, Searching registered user


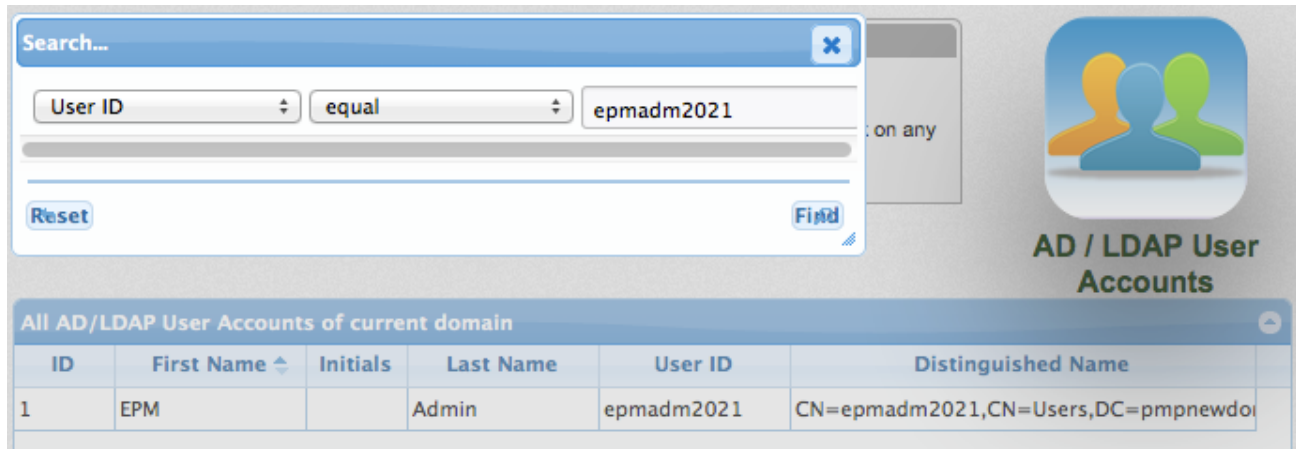
Search a specific user using the search button on the table bottom pane. After clicking on the  button, the search pane is displayed as shown in Figure 25 below

Figure 25 - Search AD/LDAP user account



Then click “Find” button, which searches your AD/LDAP server and displays the result as shown below in Figure 26.



ID	First Name	Initials	Last Name	User ID	Distinguished Name
1	EPM		Admin	epmadm2021	CN=epmadm2021,CN=Users,DC=pmpnewdo

Figure 26 - Search AD/LDAP user account: Result

## 4.4 System Settings

Figure 27 shows the tasks that can be performed by EPM administrator of Primary Domain to manage and maintain the system. Figure 28 shows the tasks that can be performed by EPM administrator of additional domain, also termed as Secondary Domain.

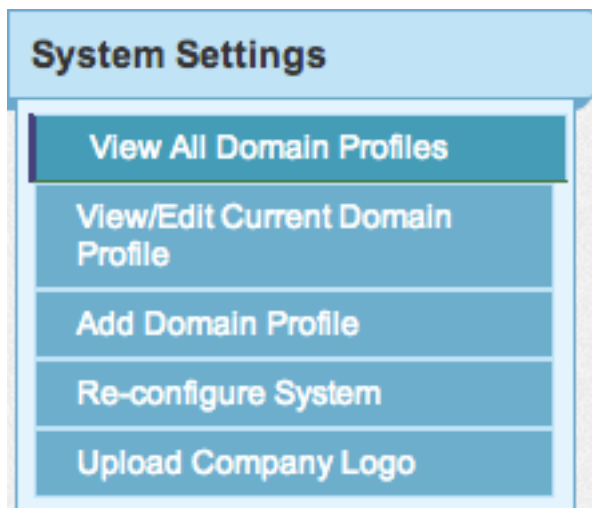


Figure 27 - Primary Domain System Settings

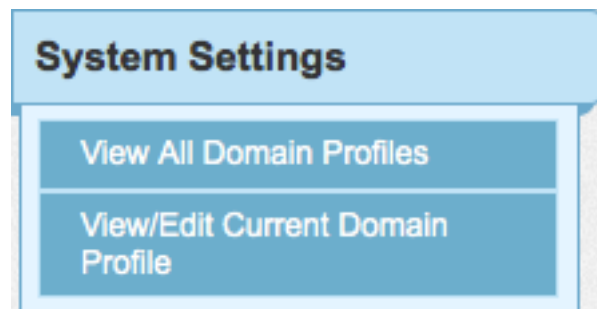


Figure 28 - Secondary Domain System Settings



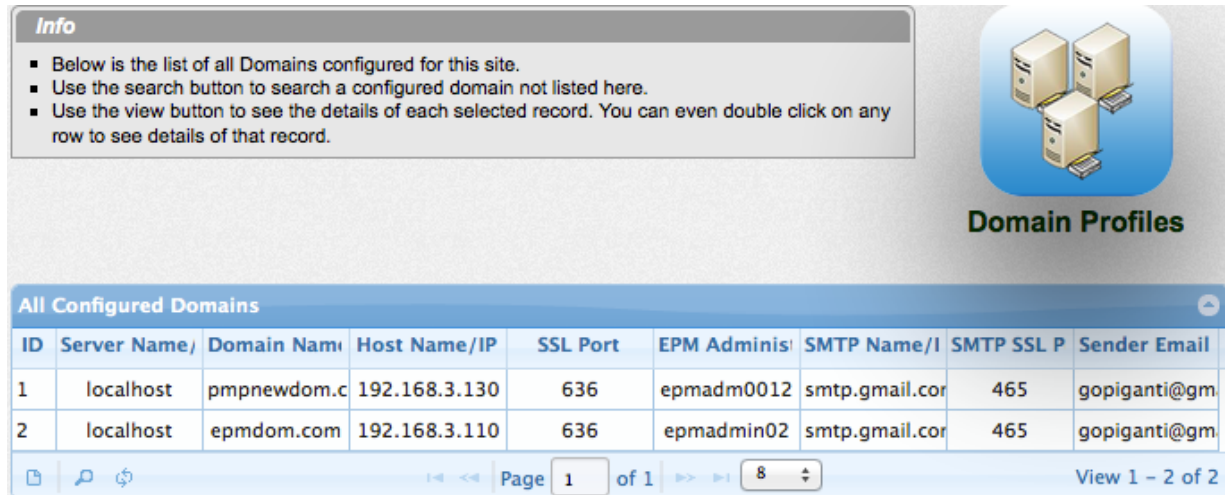
- ⇒ Primary Domain - Domain configured during first time EPM configuration.
- ⇒ Secondary Domain - All domains added subsequently.





### 4.4.1 View All Domains

Figure 29 shows the tasks that can be performed by EPM administrator to manage and maintain the system.



The screenshot displays the 'Domain Profiles' section of the Enterprise Password Manager administrator interface. It includes an 'Info' box with instructions, a table of 'All Configured Domains', and a 'Domain Profiles' icon.

**Info**

- Below is the list of all Domains configured for this site.
- Use the search button to search a configured domain not listed here.
- Use the view button to see the details of each selected record. You can even double click on any row to see details of that record.

**Domain Profiles**

ID	Server Name	Domain Name	Host Name/IP	SSL Port	EPM Adminis	SMTP Name/I	SMTP SSL P	Sender Email
1	localhost	pmpnewdom.c	192.168.3.130	636	epmadm0012	smtp.gmail.cor	465	gopiganti@gm
2	localhost	epmdom.com	192.168.3.110	636	epmadmin02	smtp.gmail.cor	465	gopiganti@gm

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Figure 29 - View All Domains for current site

### 4.4.2 View/Edit Current Domain

As administrator, you can edit the domain settings like modify EPM Admin, update EPM Admin Password, modify EPM Admin group and modify Helpdesk group for the current signed in domain. You can also modify the mail server settings specific to this domain.

### 4.4.3 Add Domain

Adding a domain might be required in an organization that has users on multiple domains. To add domain provide all required fields as shown in Figure 30.

Pre-requisite is similar to configuring the first domain. Domain needs to be SSL enabled and the AD certificate needs to be imported in the JVM of the Web/Application server.

After successful validation of the values provided, domain is added successfully to your site configuration. As shown Figure 31, success message is displayed.



**Info**

▪ Click on "Add Domain" button at the bottom to Add new domain to your site.

\* Required field, please provide appropriate information.

**AD/LDAP Domain Configuration**

Domain Name*	epmdom.com
Host Name / IP Address*	192.168.3.110
SSL Port*	636

**AD/LDAP Domain User(s)/Group(s)**

EPM Admin*	epmadmin02
EPM Admin Password*	*****
EPM Admin Group*	epmadmins
Help Desk Group*	helpdesk


**Mail Server Configuration**

Mail Server (SMTP) IP/Hostname*	smtp.gmail.com
Mail Server (SMTP) SSL Port*	465
eMail ID to send notifications*	epmadmin@gmail.com
eMail sender password*	*****

To submit your changes click here

Back


Add Domain



Add Domain

Figure 30 - Add New Domain

**Successfully Added Domain**



Domain added successfully.

In your next sign in, this domain would be available.

OK

Figure 31 - Add domain success message





#### 4.4.4 Re-configure System

Re-configuring system requires you to be signed in as EPM Admin of primary domain. Remaining steps similar to first time configure of EPM as explained in section “3 Configure EPM”.

#### 4.4.5 Upload Logo

EPM is a multi-tenant model application. Every site is considered as separate tenant. Each site can have its own logo image. To configure your logo, click “Upload Logo” The screen displayed would be as in Figure 32 below. Click on “Select Logo” button and the click on “Upload” button. Image size details as shown is limited to minimum 5KB and maximum 50KB with pixel size expected to be 114 wide and 39 in height.



Figure 32 - Upload Logo

### 4.5 EPM Administrator Self Service

The password related tasks are

- Change Password
- Modify/Update Challenge/Response

Other tasks

- Edit Profile
- My Activities

All of these tasks explained in detail in the User Guide.



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