HP Operations Orchestration Software

Software Version: 7.51

Security and Authentication for Operations That Use an RAS

Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Copyright Notices

Trademark Notices

Finding or updating documentation on the Web

Documentation enhancements are a continual project at Hewlett-Packard Software. You can obtain or update the HP OO documentation set and tutorials at any time from the HP Software Product Manuals web site. You will need an HP Passport to log in to the web site.

To obtain HP OO documentation and tutorials

1. Go to the HP Software Product Manuals web site
   (*http://support.openview.hp.com/selfsolve/manuals*).

2. Log in with your HP Passport user name and password.

   OR

   If you do not have an HP Passport, click **New users — please register** to create an HP Passport, then return to this page and log in.

   If you need help getting an HP Passport, see your HP OO contact.

3. In the **Product** list box, scroll down to and select **Operations Orchestration**.

4. In the **Product Version** list, click the version of the manuals that you're interested in.

5. In the **Operating System** list, click the relevant operating system.

6. Click the **Search** button.

7. In the **Results** list, click the link for the file that you want.

Where to find Help, tutorials, and more

The HP Operations Orchestration software (HP OO) documentation set is made up of the following:

- Help for Central

  Central Help provides information to the following:

  - Finding and running flows
  - For HP OO administrators, configuring the functioning of HP OO
  - Generating and viewing the information available from the outcomes of flow runs

  The Central Help system is also available as a PDF document in the HP OO home directory, in the \Central\docs subdirectory.

- Help for Studio

  Studio Help instructs flow authors at varying levels of programming ability.

  The Studio Help system is also available as a PDF document in the HP OO home directory, in the \Studio\docs subdirectory.

- Animated tutorials for Central and Studio

  HP OO tutorials can each be completed in less than half an hour and provide basic instruction on the following:

  - In Central, finding, running, and viewing information from flows
  - In Studio, modifying flows

  The tutorials are available in the Central and Studio subdirectories of the HP OO home directory.

- Self-documentation for operations and flows in the Accelerator Packs and ITIL folders

  Self-documentation is available in the descriptions of the operations and steps that are included in the flows.

Support

For support information, including patches, troubleshooting aids, support contract management, product manuals and more, visit the following site: *http://www.hp.com/go/bsaessentialsnetwork*

This is the **BSA Essentials Network** Web page. To sign in:

1. Click **Login Now**.
2. On the **HP Passport sign-in** page, enter your HP Passport user ID and password and then click **Sign-in**.
3. If you do not already have an HP Passport account, do the following:
   a. On the **HP Passport sign-in** page, click **New user registration**.
   b. On the **HP Passport new user registration** page, enter the required information and then click **Continue**.
   c. On the confirmation page that opens, check your information and then click **Register**.
   d. On the **Terms of Service** page, read the Terms of use and legal restrictions, select the **Agree** button, and then click **Submit**.
4. On the **BSA Essentials Network** page, click **Operations Orchestration Community.**

   The Operations Orchestration Community page contains links to announcements, discussions, downloads, documentation, help, and support.

Note: Contact your OO contact if you have any difficulties with this process.

Table of Contents

Authentication for RAS operations

A RAS is a Web Service that can run on any machine in any network. Repair System Central can use any RAS for which you have specified a valid URL and port in Studio, even a RAS that resides behind a firewall in a different domain.

When you create an operation that uses a RAS, you must provide account credentials both for an account on the computer where the RAS is located and for an account on the target computer. On a Windows computer, each service runs using a particular set of account credentials, with the rights of the account in a particular domain. The RAS usually (always, when it runs on the same server as Central), runs as Local System. The account that the RAS is logged in as may be a domain administrator on one domain, but not on another.

For example, installing Central automatically installs a RAS on the Central server (let's say that this Central server is in the USA domain). In the RAS's default reference, following, note the URL/port combination:

RAS_Operator_Path: *http://localhost:9004/RAS/services/RCAgentService*

Now suppose that you need to run an Ops flow on a computer in the Euro domain. If you install RAS on a computer named Italia in the domain Euro, you can now create the RAS_Operator_PathEuro RAS, with the following URL/port combination:

RAS_Operator_PathEuro: *http://italia:4080/RAS/services/RCAgentService.asmx*

Let's suppose also that you can run as the following users:

- Local (on the Central server) user LocalAdmin (password: LocalAd88), with Local Administrator rights
- Euro domain user EuroAdmin (password: EuAd66), with Domain Administrator, Enterprise Administrator, and Local Administrator rights

Let's suppose that you want to run the flow IsAccountLocked in order to see whether there is a user in the Euro domain whose account is locked. This flow will require an account with domain administrator rights in the Euro domain:

5. Central server in USA domain
6. RAS_Operator_PathEuro in the RAS entries
7. When prompted by the flow, provide the following:
   - Domain Controller Name = Euro.Italia.ad Mailbox
   - User = testuser1
     This is the user against whose account you're going to run IsAccountLocked. The form of the account must be domain\username.
   - Alternate Credentials UserName = Italia\EuroAdmin
   - Alternate Credentials Password = EuAd66

Note that:

- The alternate-credentials account must have Domain Administrator rights in the Euro domain. An account with Domain Administrator rights for the USA domain cannot successfully run the flow. The Euro domain does not recognize the rights of a USA domain account, because the ACLs are not the same.
- You must use RAS_Operator_PathEuro because the flow contains an operation that needs the target computer's fully distinguished name (that is, one that includes the domain) from LDAP. RAS_Operator_Path, which is the RAS running on the Central server as a Local System user, cannot resolve partial Active Directory names in the Euro domain.

To change a service's account credentials

- Open the logon properties of the service.

WMI-based operations

RAS operations that use Windows Management Interface (WMI) are a special case.

WMI-based ops require a user name and password for authentication only on the target computer. The operation does not need an account on the computer on which NRAS runs.