



PRIVILEGE SESSION MANAGER

PSM INTEGRATION - TECHNICAL DOCUMENTATION

Devolutions

<https://devolutions.net>

Remote Desktop Manager

2023.3

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PARTNER SOLUTION OVERVIEW

Remote Desktop Manager (RDM) is a solution designed to store and securely share details of connections, credentials, VPNs, and more. RDM integrates with 160+ technologies/protocols to become the single pane of glass that IT personnel use to perform maintenance tasks, monitor asset health, and, most importantly, control access to remote devices securely.

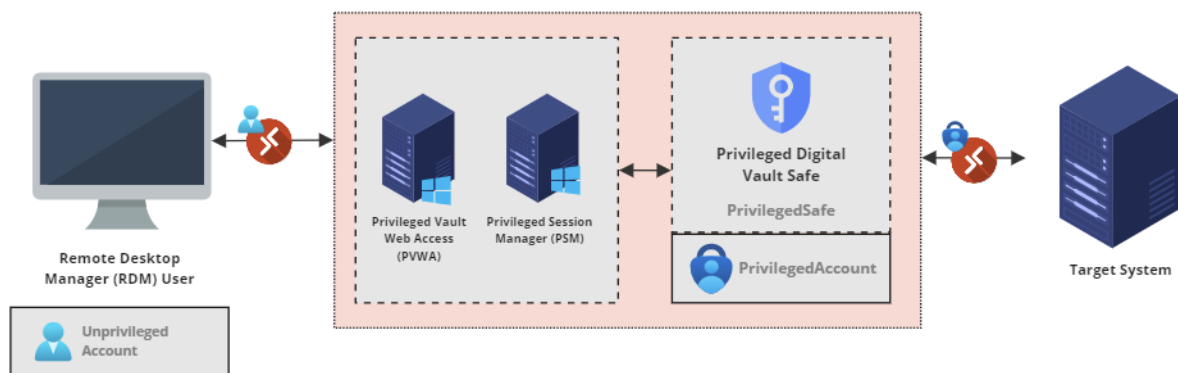
KEY BENEFITS

With its asset-centric workflow, Remote Desktop Manager allows an IT technician to search for an asset and launch a connection. RDM best practices dictate using linked credentials, which the IT technician is unaware of and cannot view. Robust RBAC (role-based access control) offers flexible permissions with extensive activity logging and change versioning.

Remote Desktop Manager helps workers maintain and regain productivity and, by supporting CyberArk, provides tremendous value to both CyberArk's and Devolutions' customer base.

PRODUCT DIAGRAM & DESCRIPTION OF PRODUCT INTEGRATION

Devolutions customers can elect to store their entries and associated information in multiple back-ends (known as Data Sources), such as on-premise RDBMS, cloud services, simple files, etc. To ease the deployment of the CyberArk solution, RDM may use a CyberArk Dashboard entry to ease in-RDM connections via an account through a CyberArk PSM-managed host.



The definition of the CyberArk Dashboard and CyberArk PSM Server (if using the legacy alternate shell connection method) is stored in RDM. RDM caches no information regarding privileged account credentials as the connection to CyberArk PVWA should be through an unprivileged account.

PRODUCT DIAGRAM & DESCRIPTION OF PRODUCT INTEGRATION

The Devolutions RDM CyberArk Dashboard entry offers an alternative way to manage Accounts in an asset-centric method directly from the RDM application, rather than the CyberArk PVWA. With this approach, RDM users may connect to the PVWA, through RDM, and select a safe, account, and host to connect through the PSM quickly.

CYBERARK SM (AAM) INTEGRATION

With the greatly improved SM (AAM) integration released in RDM 2020.2.18, RDM can connect to CyberArk via passwordless certificates.

The new CyberArk AAM integration uses a Private Certificate (Key) in the Windows User Certificate Store to access the Central Credential Provider (CCP) via the REST API, which returns an unprivileged account to connect to the PVWA or PSM. This unprivileged account, once connected, can then be used to retrieve a privileged account for a host connection.

CONFIGURATION OF THE RDM CYBERARK DASHBOARD

To use the built-in RDM CyberArk Dashboard, you must first create the entry type, as shown in the below steps.

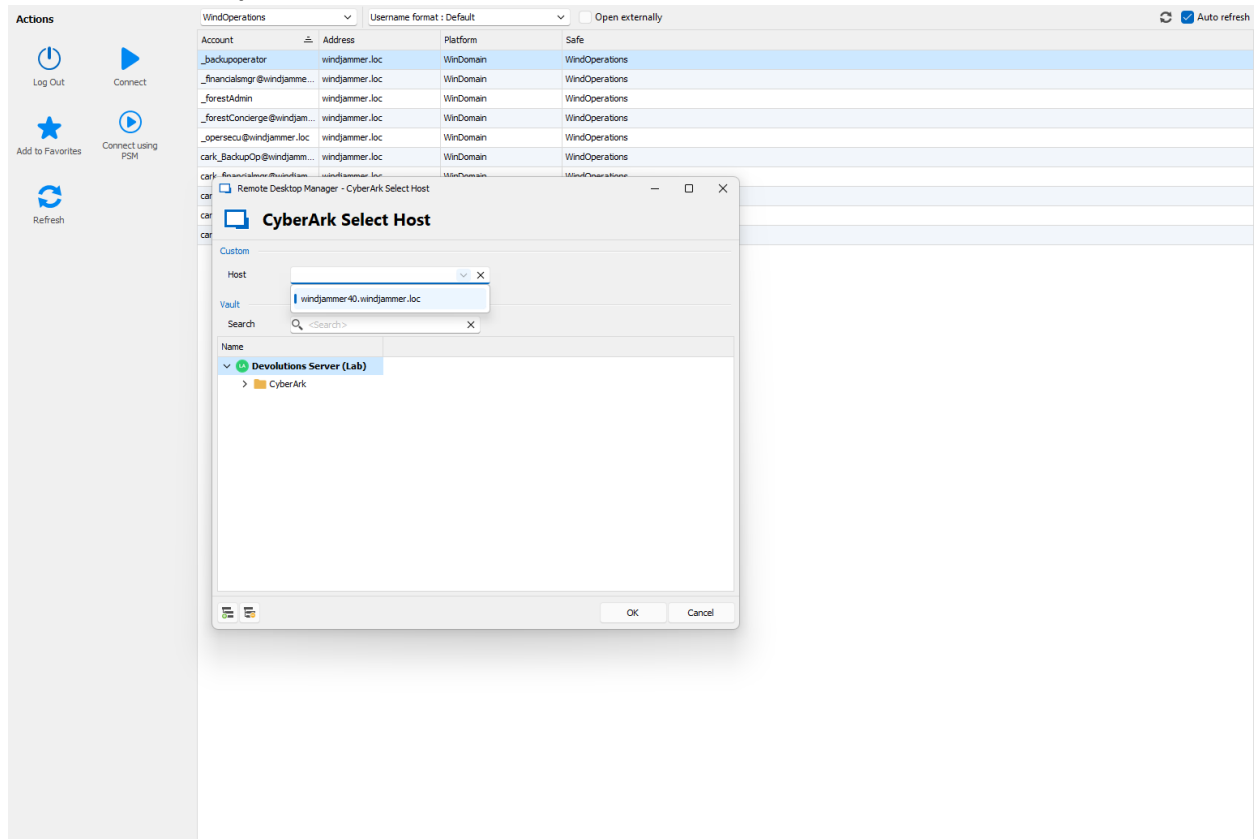
The screenshot shows the 'Edit CyberArk Dashboard - CyberArk - LDAP - Dashboard [banderson] [User Vault]' window. The left sidebar has a 'Common' section with 'General' selected, and a 'Connection' section with 'VPN/Tunnel/Gateway' selected. The main area is divided into 'General' and 'Advanced' tabs. The 'General' tab contains the following fields:

- Name: CyberArk - LDAP - Dashboard [banderson]
- Folder: CyberArk\WinPrivilegedVaultUsers - LDAP
- Display: Embedded (tabbed)
- Web services URL: https://vsrv-cyberarkcomp.windjammer.loc
- Virtual directory: (empty)
- Version: Default (V12)
- Authentication mode: LDAP
- Authentication credentials: Custom
- Username: banderson-p
- Password: (masked with dots)
- Always ask password: (unchecked)
- Append RSA SecurID code to password: (unchecked)
- RSA SecurID source: Shared vault
- MFA delimiter: (empty)

At the bottom, there is a 'Show All Properties' button, a 'Variables' section, a search bar, and 'Update' and 'Cancel' buttons.

1. Enter an appropriate **Name** and populate the **Web services URL** (CyberArk PVWA) and **Virtual directory**, if not the default.

2. Set the appropriate **Authentication mode**; the mode is set to **LDAP**, and then the **Authentication credentials**. Credentials are set to **Custom** to enter the username and password of the LDAP user.
3. Once saved, click **Open Session** to launch the dashboard.

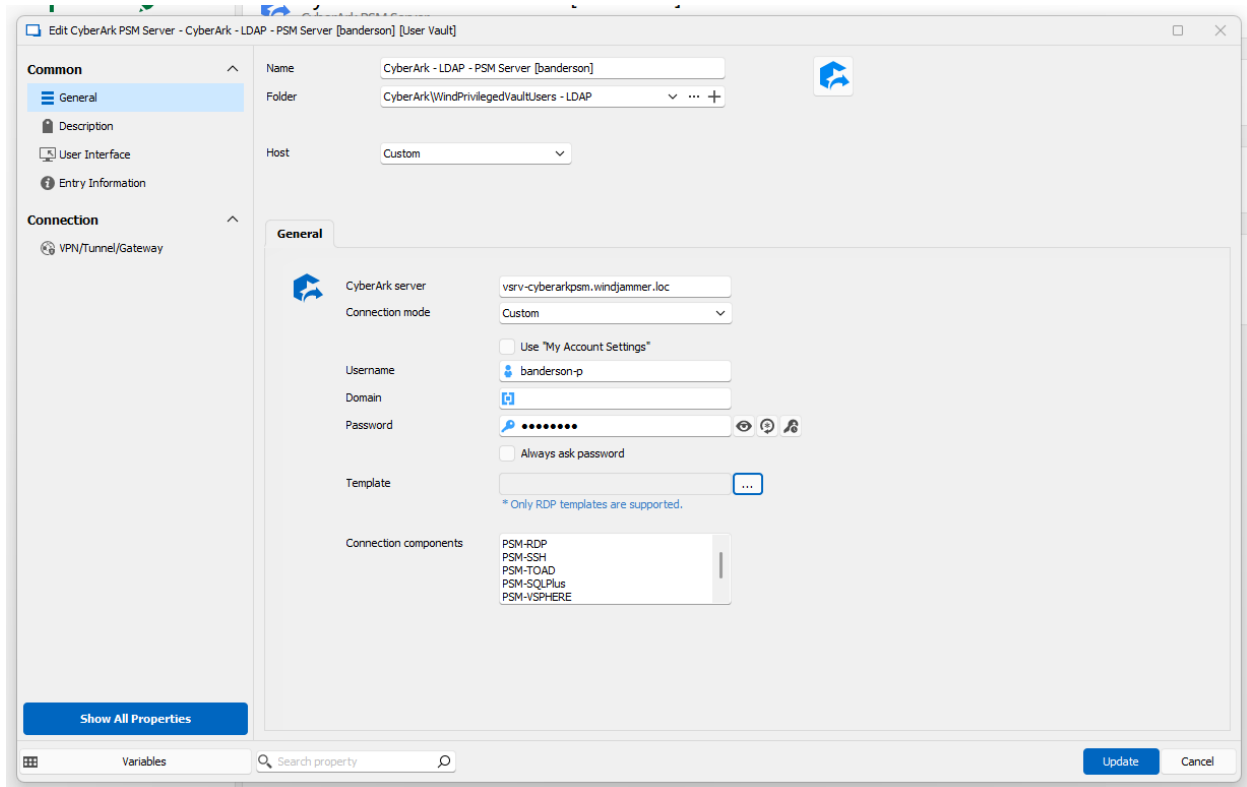


LEGACY DEVOLUTIONS RDM CYBERARK DASHBOARD CONFIGURATION

Connecting to the RDM CyberArk Dashboard via a specific CyberArk PSM Server using the Alternate Shell Connection method is possible from RDM, but not recommended. To demonstrate this legacy connection method, first, you must create the RDM CyberArk PSM Server entry and then link that to an RDM CyberArk Dashboard entry.

CONFIGURATION OF THE RDM CYBERARK PSM SERVER ENTRY

Before creating a connection, via the legacy method, to the CyberArk Dashboard, a CyberArk PSM Server entry type must be created. With the release of RDM 2020.2.18 and newer, an AAM entry may be used for the greatest security.

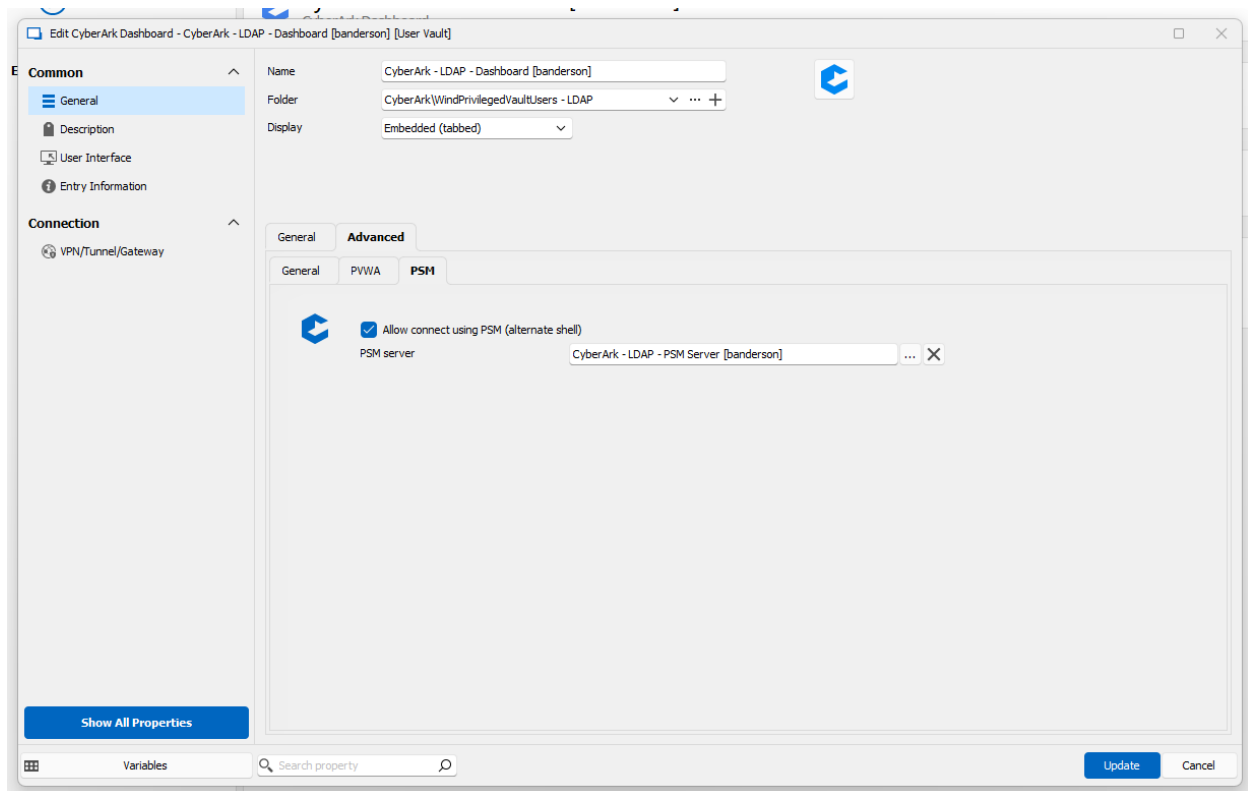


- Enter the **Name** (label) of the entry.
- Populate the unprivileged account **Username**, **Domain**, and **Password** used in the initial connection to PSM and to later access accounts within the CyberArk Digital Vault Safe. There are two options:
 - When checking the Use “**My Accounts Settings**” option, the credentials in use are retrieved from RDM via **File → My Account Settings → CyberArk PSM Server**. This option is best when a user has a personal account to access the PVWA and PSM servers.
 - Through the use of a shared account. Note that entry-level security in RDM will not allow users to view these credentials. You may create multiple entries and use RDM’s Role-Based Access Control (RBAC) to limit permissions.
- In the **CyberArk server** field, enter the PSM server address (IP or DNS Hostname).
- You may leave the **Template** as the default value since this PSM Server entry is used to connect the RDM CyberArk Dashboard entry and not to a specific host.
- The default values in the **Connection components** list are the default components available to a stock installation of a PSM. Modify the list to remove unwanted components or reflect your environment's name changes.

CONFIGURATION OF THE RDM CYBERARK DASHBOARD ENTRY

Nearly identical to the previous steps of configuring the RDM CyberArk Dashboard entry, only one change must occur. Once the dashboard entry has been configured within RDM, navigate to the

Advanced → **PSM** tab, check the box to “**Allow connect using PSM (alternate shell),**” and choose the previously defined **PSM server**. Once complete, connect to the Dashboard.



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