

# iSupport<sup>®</sup> Training Course

## SETTING UP SECURITY AND AUTHENTICATION

### **DESCRIPTION:**

There are few topics in this day and age as important as security of customer data and company information. This course will provide a thorough overview on securing your iSupport application. It will also discuss integrating iSupport with Microsoft Windows Authentication to eliminate duplication and provide a single sign-on environment. This course typically runs up to two hours.

### **TOPICS COVERED:**

- iSupport's Minimum Security Requirements
- Microsoft Windows-Based Authentication vs. iSupport's Built-In Authentication
- Configuring Microsoft Windows-Based Authentication for the iSupport Desktop
- Configuring Microsoft Windows-Based Authentication for the End User Desktop
- Integrating the Security Context of Windows Server 2003 Active Directory for Authentication or Scanning
- Changing iSupport's Access to SQL Databases
- Setting Permissions for Support Representatives
- Q&A as Needed

COST: \$350 per seat  
LOCATION: Online  
SCHEDULE: 2-5 days in advance

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### AGENDA:

#### **iSupport's Minimum Security Requirements**

#### **Microsoft Windows-Based Authentication vs. iSupport's Built-In Authentication**

- Bypassing iSupport's Login prompt
- Windows-based authentication

#### **Configuring Microsoft Windows-Based Authentication for the iSupport Desktop**

- Using the iSupport Access Utility
- Creating a domain user account/using your existing domain user account
- Enabling integrated Windows authentication

#### **Configuring Microsoft Windows-Based Authentication for the End User Desktop**

- Entering the Windows user name in the Customer Profile screen
- Using the iSupport Access Utility
- Enabling integrated Windows authentication
- Using a secondary method of authentication for multiple EUD interfaces

#### **Integrating the Security Context of Windows Server 2003 Active Directory for Authentication or Scanning**

- Working with GWIServiceAccount

#### **Changing iSupport's Access to SQL Databases**

- Using the iSupport Access Utility

#### **Q & A as Needed**

\* Agenda subject to change at presenter's discretion