

ManageEngine Password Manager Pro Product Training

OEM: ManageEngine • Code: ME-PMP

COURSE DESCRIPTION

The primary objective of this course is to enable you to securely store, access and administer shared administrative passwords.

AUDIENCE PROFILE

- IT Managers, IT administrators and Network Administrators who are looking to
- Eliminate password fatigue and security lapses by deploying a secure, centralized vault for password storage and access
- Improve IT productivity many times by automating frequent password changes required in critical systems
- Provide preventive & detective security controls through approval workflows & real-time alerts on password access
- Control access to sensitive IT resources and enforce standard password policies
- Meet security audits and regulatory compliance such as SOX, HIPAA and PCI

PREREQUISITES

- No prior knowledge or experience is required.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- At the end of the training, you should be able to:
- Set up Password Manager Pro
- Maintain a central repository of passwords
- Define and enforce standard IT practices and policies
- Define roles and access scope for users
- Control unauthorized access to shared passwords
- Set up disaster recovery

COURSE OUTLINE

Module 1: Introduction

- Password Management Challenges
- Password Manager Pro (PMP) - The Pragmatic Solution
- What you can do with PMP?
- Key Features
- Benefits

Module 2: Getting Started

- Connecting Web-Interface
- Arrangement of Web-Interface
- Important Terminologies

Module 3: Resource Management

- Resource Types
- Adding Resources Manually
- Adding Resource Details
- Adding Accounts
- Storing Documents, Digital Images, Keys
- Storing Website Credentials
- Settings for Remote Password Reset
- Password Reset by Deploying Agents
- Importing Resources
- Editing Resources
- Resource Groups
- Nested Resource Groups — Hierarchical arrangement of resource groups (feature coming up in the next release)
- Managing Resource Types
- Viewing Resources
- Retrieving Passwords
- Copying Password to Clipboard
- Changing Passwords
- Verifying Password Integrity
- Customizing Resource/Password Fields
- Password Policies
- Windows Service Account Reset
- Exporting Resources for offline access

Module 4: Password Access Control Workflow

- Significance of Access Control Workflow
- Implementing Request-Release Flow
- Approval Process
- Password Retrieval Use-Cases (when access control is enabled)

Module 5: Smartcard Authentication

- Smartcard Authentication for logging into PMP

Module 6: Automatic Login to Target Systems

- Auto Logon Helper — Introduction
- Defining Auto-logout Helper
- Automatically Logging in to Target Systems/Websites

Module 7: Application-to-Application Password Management

- Introduction to Password Management APIs
- Flavors of PMP APIs
- Configuring PMP API
- Commands to be used

Module 8: High Availability

- Significance
- Setting up High Availability
- Verifying High Availability Setup

Module 9: Reports

- Types — Canned Reports & Custom Reports
- Usage
- Password Reports
- User Reports
- General Reports
- Compliance Reports
- Exporting Reports in Different Formats
- Custom Reports - Tips

Module 10: Miscellaneous Operations & Tools

- Dashboard View
- Rebranding PMP
- Displaying Common Message to Users
- Changing Application Login Password
- Customizing Email Notification Content
- Personal Password Management
- Troubleshooting Tips
- Best Practices
- Maintenance Process
- Discussion

Module 11: Installation & Basic Settings

- Supported OS
- Minimum Hardware Requirements
- Supported Browsers
- Components of PMP
- Installation Procedure
- Installation as server startup service
- Ports used by PMP
- Mandatory Settings
- Managing Encryption Key

Module 12: Setting Up Users

- Various Ways of Adding Users
- Adding Users Manually
- Importing Users in Bulk
- Integrating Active Directory / LDAP

Defining Roles

- Administrator
- Password Administrator
- Password Auditor
- Password User
- Grouping Users
- Managing Users

Module 13: Password Ownership & Sharing

- Sharing Resources with other Users/User Groups
- Sharing Resource Groups with other Users/User Groups
- Sharing Accounts With other Users/User Groups
- Sharing Accounts Groups with other Users /User Groups

Defining Access Scope

- View Only Privilege
- Modify Privilege
- Manage Privilege
- Transferring Resource Ownership

Module 14: Password Management Operations

- Configuring Bulk Password Reset
- Bulk Operations based on Resource Groups
- Scheduled Password Rotation

Password Action Notifications

- When Passwords are Retrieved
- When Passwords are Changed
- When Password Share is Changed
- When Passwords Expire
- When Password Policy is Violated
- When Passwords in PMP go out of Sync with the Actual Resource

Module 15: Two-Factor Authentication

- Introduction to Two-Factor Authentication (TFA)
- TFA using PhoneFactor Authentication
- TFA using Unique Password through Email
- RSA Integration

Module 16: Password Reset Listener

- Introduction
- Defining Scripts
- Defining Reset Listener
- Approval for Listener

Module 17: Backup & Disaster Recovery

- Database Backup — Options

Live Backup

- Setting up Live Backup

Scheduled Backup

- Setting up Scheduled Backup
- Disaster Recovery

Module 18: Audit & Notifications

- Audit Types
- Resource Audit
- Details Captured
- Audit Filters
- Exporting Audit Trails
- Setting Up Notifications
- User Audit
- Details Captured
- Audit Filters
- Exporting Audit Trails

- Setting Up Notifications
- Task Audit
- Details Captured
- Audit Filters
- Exporting Audit Trails
- Setting Up Notifications on the Occurrence of Audit Trails

Module 19: Optional General Settings

- Significance
- Switching on/off features on need basis