SplashID Enterprise

Administrator User Guide

Version 2.0

Aug, 10, 2011

SplashData, Inc.
201 Los Gatos-Saratoga Road
Los Gatos, CA 95030
enterprise@splashdata.com
www.splashdata.com/enterprise

Table of Contents

Target Audience

IT architects, engineers, and administrators

- Deploying SplashID Enterprise

- Creating SplashID Enterprise user accounts

Overview

SplashID Enterprise is designed to quickly and effectively address the most immediate password management concerns of IT. It allows an organization to use stronger password management practices without compromising security or increasing costs.

SplashID Enterprise provides a complete password management and security solution for organizations using either Windows or Mac OS platforms for end users. SplashID Enterprise offers IT managers powerful control for the centralized administration of password and security policies across various departments and employee groups throughout an enterprise.

Benefits of SplashID Enterprise

- Increase employee productivity: SplashID makes managing and accessing passwords easier and more convenient, giving your employees more time to focus on important tasks. SplashID will decrease forgotten password requests, ridding IT of unnecessary distractions and allowing focus on projects that create real value. In addition, the next update of SplashID Enterprise will optionally give your employees access to records on their smartphones, enabling them to be more productive out of the office as well.
- Decrease potential costs of security threats. As described earlier, the costs of data breaches are astronomical. By implementing SplashID, your organization significantly reduces the risk of information stolen via password exposure, including data loss, legal costs, the loss of customers, and the loss of employee productivity.

Features of SplashID Enterprise

The major features of SplashID Enterprise include:

- Cross-platform Windows, Mac, Web browsers and Mobile client end-user support
- Support of MySQL server on Windows, Mac, or Linux
- Centralized secure database of usernames, passwords, documents, and other records
- Administrative control panel for IT with user management
- Customizable group-level and user-level permissions
- Customizable deployment architecture
- Multi-layer database security

Implementation of SplashID Enterprise Edition

SplashID Enterprise offers a simple architecture that works with existing enterprise systems so that SplashID can be up and running on your employees' computers in very little time, under an hour in most cases.

There are three components that comprise the SplashID Enterprise System:

- **Web Server running MySQL** (SplashID database) - SplashID Enterprise records are encrypted and stored in a MySQL database server. MySQL server can run on Windows, Linux or Mac.
- **SplashID Enterprise Admin application** (used by the IT Administrator) – The SplashID Administrative Control Panel application requires root access to the MySQL server. The Administrative Control Panel is used for User Management to create, edit, delete users and assign permissions on the system. The Admin application can run on Windows or Mac.
- **SplashID Enterprise Client application** (used by Employee) - Employees or IT installs the SplashID Enterprise client application (Windows, Mac, Web browsers and Mobile client). The IT administrator provides employees with initial SplashID Enterprise login credentials via an automated system.

SplashID Enterprise Deployment

There are two ways to deploy SplashID Enterprise:
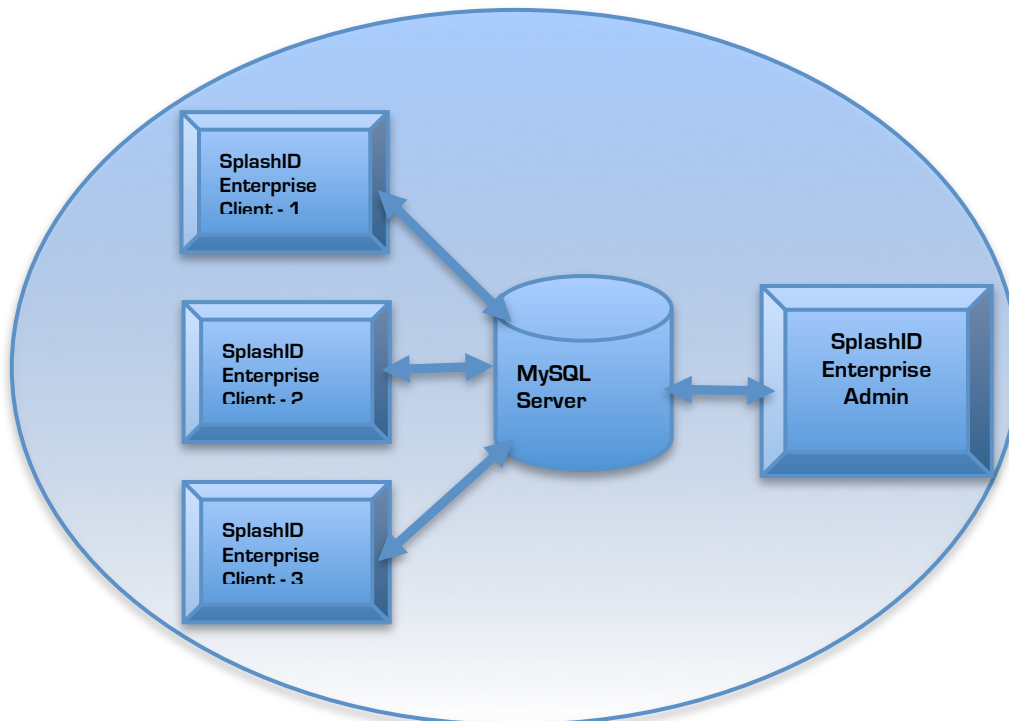
Deployment Option 1: Self Hosted

If someone in your organization has experience setting up MySQL servers, you can easily host SplashID Enterprise either in your intranet or in the cloud. Detailed instructions can be found in the SplashID Enterprise Getting Started Guide. The setup will generally take less than one hour. If you prefer a self hosted solution but do not have MySQL expertise in house, SplashData offers consulting services for setting up a self hosted MySQL server. To take advantage of these services, contact Arjun Thyagarajan on SplashData's enterprise team by email: arjun@splashdata.com.

With either self hosted solution, the steps to deploy SplashID Enterprise are simple:

1. Install MySQL server
2. Launch SplashID Enterprise Admin application
3. Connect Admin application to MySQL server with root access
4. Create users, assign permissions, and create groups as needed
5. Employees launch SplashID Enterprise client applications with login details provided by Admin

MySQL Server Inside Company Intranet

MySQL server needs to be installed on a system inside the company intranet. Admin and Clients can access the server only while inside the company network or through VPN.

MySQL Server in the Cloud

MySQL server needs to have a globally accessible hostname or IP address, which can be used by the Admin and Client applications to establish connection.
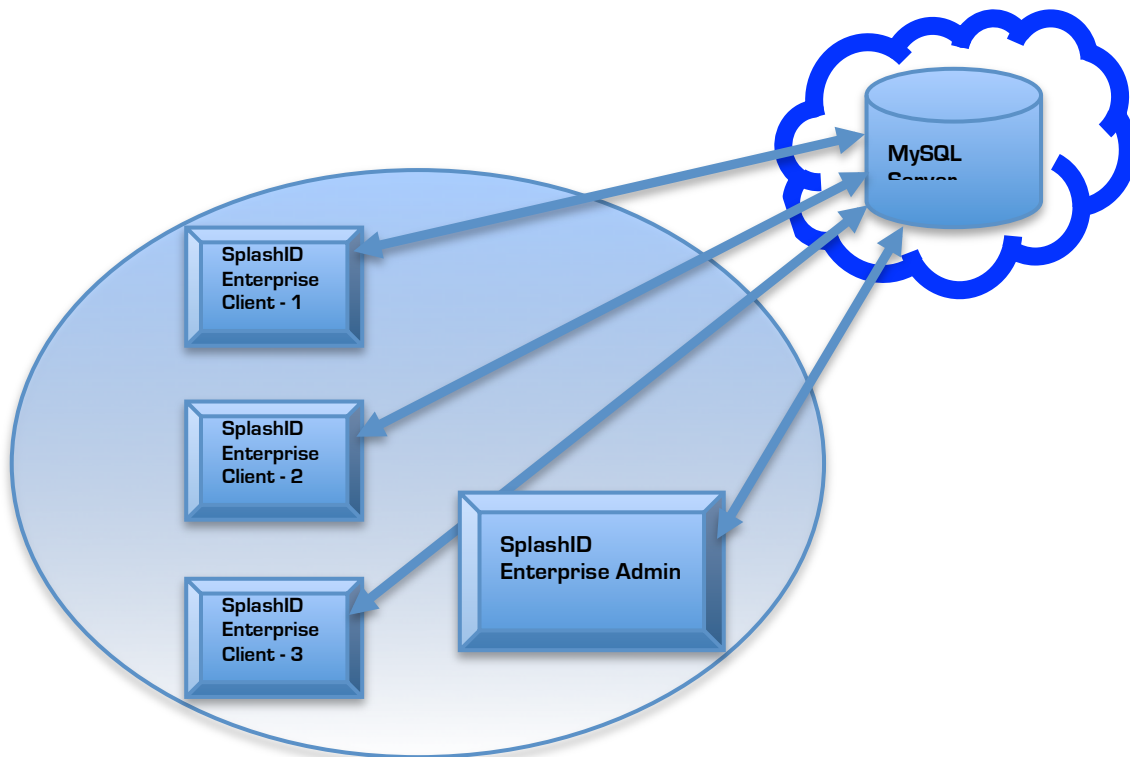
Deployment Option 2: Hosted Solution

SplashData also offers a hosted version of SplashID Enterprise. A hosted solution delivers the benefits of fast and easy implementation, high security, and worry free management. If you are interested in a hosted solution, please visit splashdata.com/enterprise or contact SplashData by email: enterprise@splashdata.com

Download SplashID-Enterprise.zip installation package from:
http://www.splashdata.com/enterprise/downloads/links.htm

Install MySQL Server

MySQL server needs to be installed only if you have chosen-
Deployment Option 1: Self Hosted

Skip this step if you have chosen-
Deployment Option 2: Hosted Solution.
SplashData will install MySQL and provide you with the login information

1) MySQL Server can be install on Windows, Mac or Linux.
Most Linux distributions comes with MySQL bundled.
Windows installer is included in SplashID-Enterprise.zip

2] Set root password and allow Remote login connections

Install MySQL Server

PHP needs to be installed only if you have chosen-
Deployment Option 1: Self Hosted

Skip this step if you have chosen-
Deployment Option 2: Hosted Solution.
SplashData will install PHP and provide you with the information

PHPL can be install on Windows, Mac or Linux.
Windows installer is included in SplashID-Enterprise.zip

Install SplashID Enterprise Admin application

Windows and Mac application are included in SplashID-Enterprise.zip

1) Run the installer.exe for Windows and Installer .dmg for Mac
2) Launch SplashID Enterprise Admin application
    Windows - (Start Menu -> Programs -> SplashData -> SplashID Enterprise -> SplashID
    Enterprise Admin
    Mac – Applications -> Run SplashID Enterprise Admin app
3) Enter login details of MySQL server
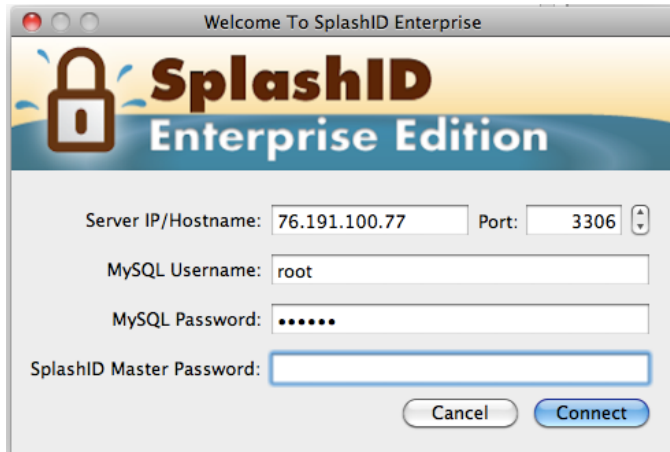
Server IP Address - is the address of the system on which MySQL is running. Alternatively, hostname of the server could also be entered.
Port – Port on which MySQL is running on the system. Default port is 3306.
MySQL Username – <root username>
MySQL password - <root password>
SplashID Master Password:: Keep it Blank on first launch, as it needs to be set

Set Master Password

Once the database is created, Set Master Password. This password is used to encrypt the SplashID Enterprise database. Users on the system would need SplashID Enterprise Master Password to access their account

Install Web Services

Webservices folder is included in SplashID-Enterprise.zip

Place the 'splashid' folder in the root path of the web server

Test if the login screen can be accessed by entering the URL in the browser:
<server path>/splashid/webclient/login.php
Ex: http://localhost/splashid/webclient/login.php

Alternatively, you can deploy it securely over HTTPS as well.

Install Moblie Clients

Moblie-Clients folder is included in SplashID-Enterprise.zip

Android – install SplashID-Enterprise.apk
BlackBerry - <instructions coming soon>
iPhone - <instructions coming soon>

Browsers on Smartphones and Tablets can access SplashID Enterprise web client by:
http://<server path>/splashid/webclient/login.php
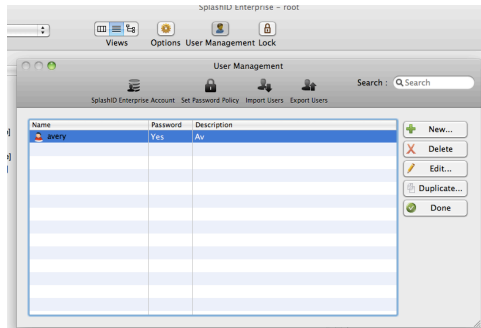Ex: http://localhost/splashid/webclient/login.php

User Management

The User Management module contains options for-

- Create Users / Assign permissions
- Import / Export Users
- Set Password Policy

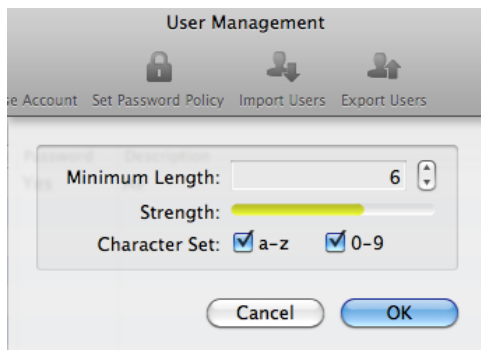'User Management' button is at the top-center of SplashID Enterprise Admin application.

Purchase Licenses
Purchase license from:

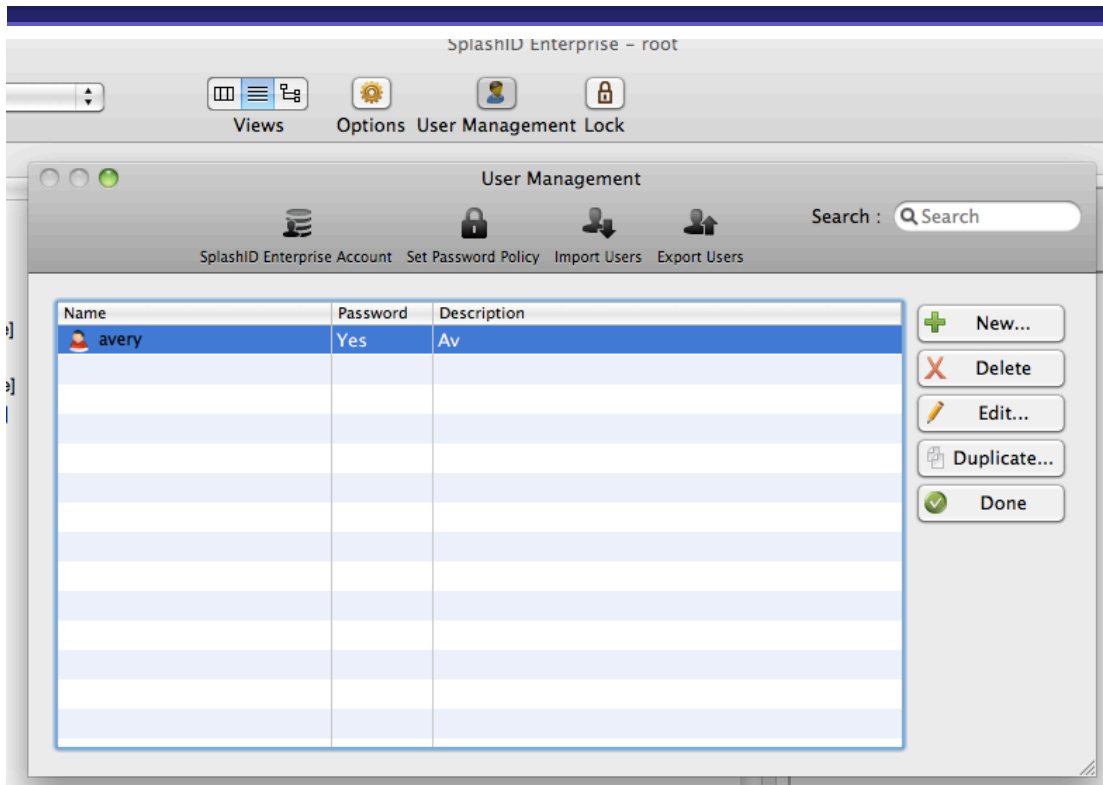http://www.splashdata.com/enterprise/purchase.htm

Set Password Policy

Companywide Password policy can be set, so that every user account created has a password in line with the policy

Create Users / Assign permissions

New users can be created by selecting 'New' in the User Management module.
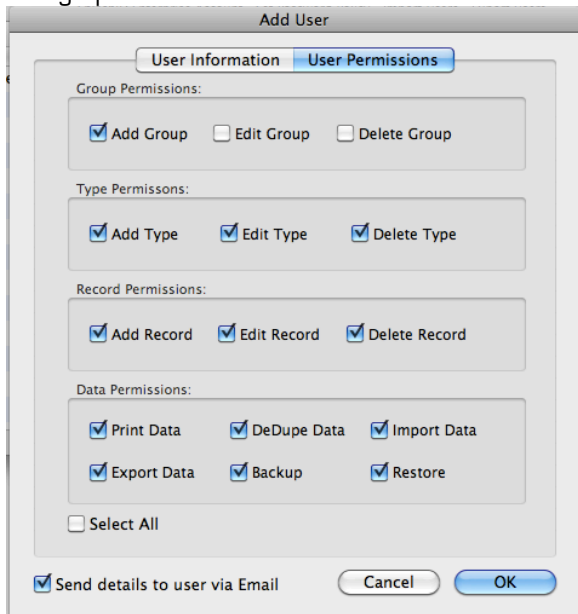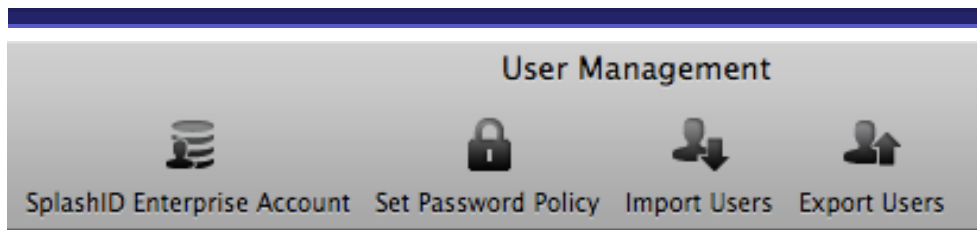
Enter the details of the User-

Select the Groups user has access to by selecting drop down 'Add more Groups'-
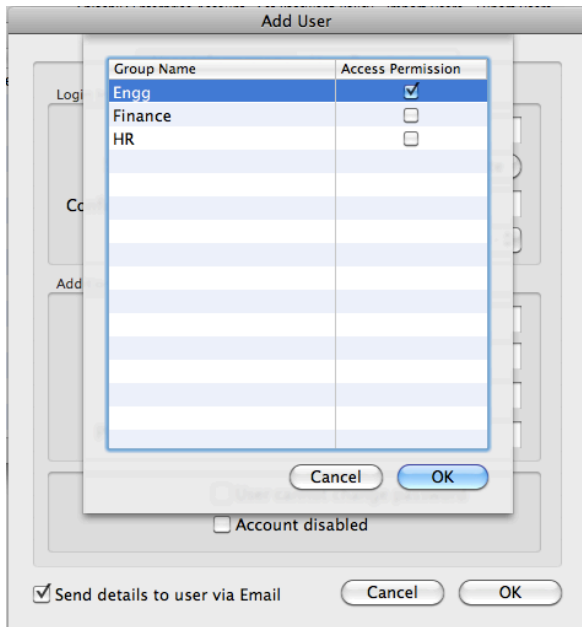
Assign permissions to the user-

Import / Export Users

Users can be imported from a csv file.

Format of the csv is as follows-
Username, Password, Confirm Password, Full Name, Description, Email, Phone, Group-Permission, Type-Permission, Record-Permission, Data-Permission

Sample csv available at-
http://www.splashdata.com/enterprise/sample-import.csv

Exmaple-

	A	B	C	D	E	F	G	H	I	J	K
1	Username	Password	Confirm Passv	Full Name	Description	Email	Phone	Group-Permiss	Type-Permiss	Record-Permi	Data-Permission
2	michael	michael123	michael123	Michael Jailson	QA	michael@wgi.com	831 390 2486	1	1	1	1
3	chris	chris123	chris123	Chris Kallis	TSE	chris@wgi.com	831 390 2489	1	1	0	0
4	jong	jong123	jong123	Justong Smith	VP	jongs@wgi.com	839 323 7732	1	1	1	1
5	morrison	morrison123	morrison123	Morrison Peterson	CEO	morri@wgi.com	831 390 2486	1	1	1	1

Permissions fields-
Group-Permission, Type-Permission, Record-Permission, Data-Permission
1 – User has permission
0 – User does not have permission

Similarly, for backup purposes, users can be export to a csv with the same format as Import

Groups

Groups can be created for Departments or Groups within the company.
The idea is that Every Groups has a set of records inside it. A user assigned to Group X can view records in Group X. Groups act as filters for grouping related records.
Groups can be created / edited from File -> Edit Groups
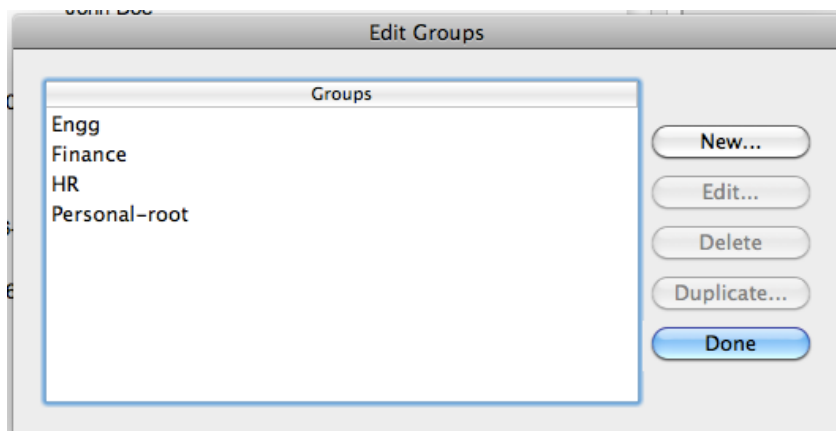
Editing a Groups, allows assigning Users to the Groups-
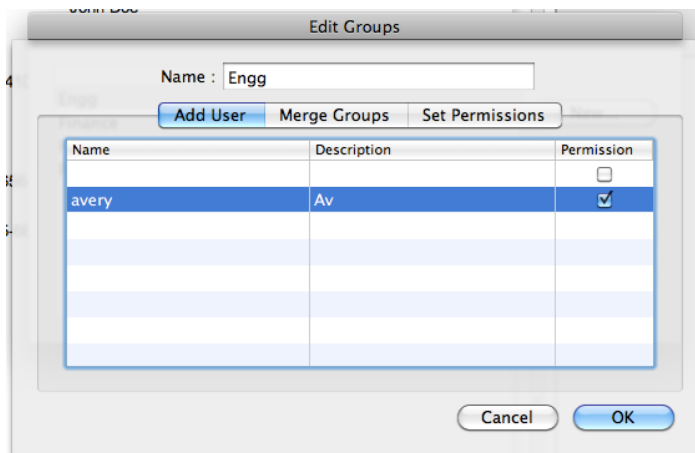
Groups can be created on the Admin application or Client application (provided the employee has the permission to create a Groups)

Types and Records

Types

Types act as templates, which define the structure for the items you want to store in SplashID. You may define up to 9 custom field labels and a default icon for each type, as well as specify the fields you wish to mask. For example, you may create a type for Web Logins, which includes custom field labels for username, password and URL, with a globe icon, and the password field masked; and you may create a Type for Credit Cards which includes custom field labels for credit card number, expiration date and PIN, with a Visa icon, and the credit card number and PIN masked.

- Edit Types – Select Edit Types from the type menu to display the Edit Types dialog. You may create an unlimited number of Types. Several sample Types are provided, which you may edit or delete. Select an existing type and click edit, or click New to create a new one. The Define type dialog is displayed.
- Define Type – Enter a name for the Type and up to 9 custom field labels. The Mask checkbox specifies whether or not the data in that field will be masked. And you may also specify a default icon for the Type.
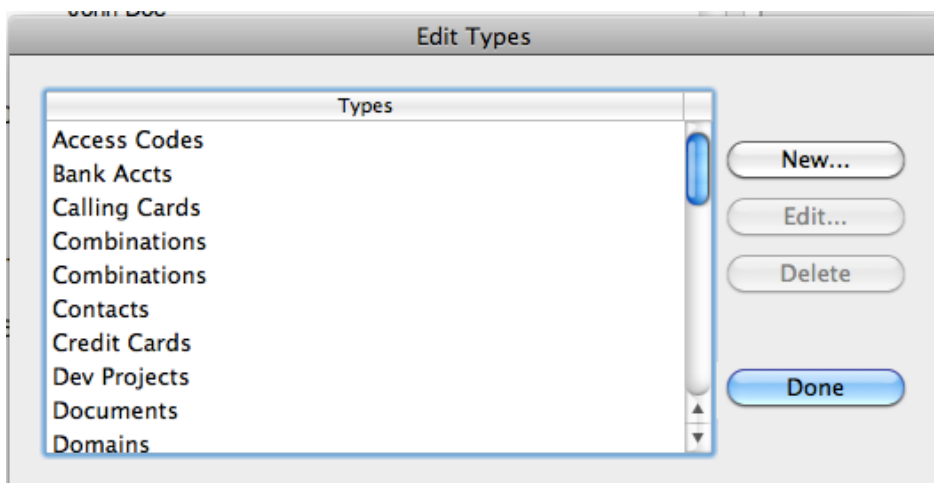
Record

Each record has the below fields. They can be edited from the Edit Record screen-

- **Group** – Record Group
- **Type** – Record Type
- **Fields** -- Enter your data according to the field labels.
- **Custom Field Labels** -- You may assign Custom Field Labels by clicking the Custom button.
- **Masking** -- A bullet appears to the right of any field that is masked. You may customize the field masking by clicking the bullet or selecting Customize Field Labels from the Options Menu.
- **Buttons** --
  - **Icon**: opens the icon selector. New in version 5, you can add a custom icon to any record.
  - **Attach File**: Attach any file to the record for future reference. Attached files are saved in a folder next to the database.
  - **Password** opens the Automatic Password Generator (below).
  - **Duplicate** creates a copy of the record.
  - **Custom** opens the Custom Field Label dialog.
  - **Delete** deletes the current record, after confirming that is what you wish to do.
  - **OK** exits the record, saving any changes.
  - **Cancel** exits the record, discarding any changes.

Options / Preferences

Options dialog can be launched from Options button
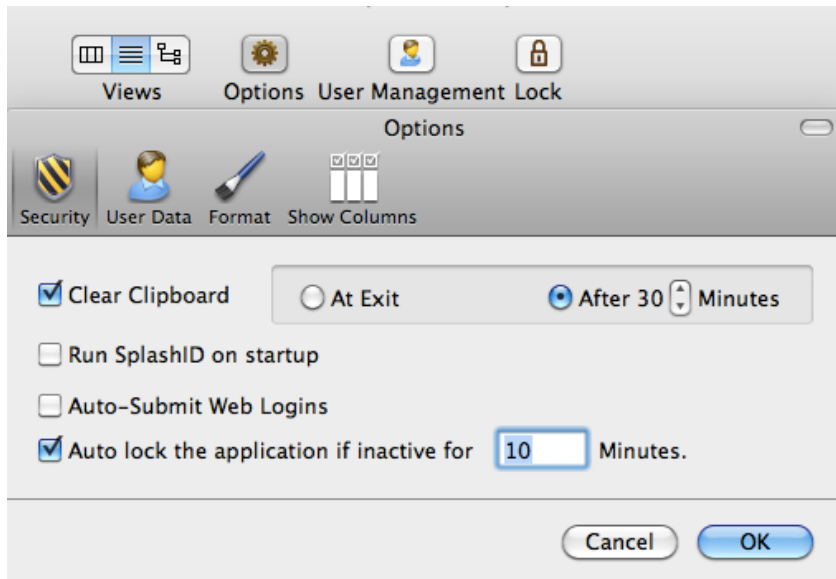
Following items can be set using Options dialog-

Security – Security options such as Clear clipboard, auto-lock, etc
User Data – User Event logging
Format – Font selection
Show Columns – Columns to be displayed in List view

Import, Export and Backup

You can share information with other SplashID Desktop users by exporting and importing your SplashID records. Records can be exported/imported on the desktop in several formats:

SplashID vID - You may import and export SplashID records in SplashID Virtual ID (vID) format, which allows you to export and import records in a secure, encrypted format. vID files may be encrypted by assigning a password when exporting. The recipient of the vID file may import the data into their copy of SplashID Desktop by double-clicking the file, or choosing Import/SplashID vID from the File Menu. If a password was assigned to the file, the recipient must enter the password in order to import the data.

CSV – Records can also be imported and exported as CSV, but vID is a more secure way of doing it.

Backup-
SplashID Entrprise database can be backup by File -> Export -> vID (Backup All Records)
Alternatively, MySQL database can also be backed up, which contains SplashID Enterprise records.

To Import the vID, File -> Import -> vID.
Similarly, MySQL backup can also be resoted

FAQs and Support

How do I get support?
http://www.splashdata.com/enterprise/support.htm

How secure is SplashID Enterprise?
SplashID Enterprise allows you to securely store company data. Data is encrypted, protected, and locked on a central database, and only users that have access to the system can read or edit data.

Key Security Features of SplashID Enterprise

- **256-bit Blowfish and AES encryption** - Your SplashID data goes through two rounds of encryption - 256-bit AES and 256-bit Blowfish. The password is also encrypted within the MySQL database. SplashID Enterprise uses approved Blowfish and AES libraries for all of its encryption and key generation. SplashID Enterprise is also compliant with FIPS 140-1 and FIPS 140-2.

- **Secure communication** - Client-server communication of SplashID data occurs only when the data is in an encrypted state. Communication is directly over TCP/IP, where IPsec provides an additional layer of security.

- **Secure MySQL database** - MySQL itself encrypts the data using the in-built MySQL encryption methods. Only the SplashID Enterprise Admin with root access can log in to the database. If the database is running locally or within the company network, TCP networking can be disabled for remote access.

- **User Permissions** - While creating users, the SplashID Enterprise Admin applies access control settings for each user. The Admin assigns Group and record based permissions, and so each employee's access depends on the permissions granted by the Admin.

- **Secure Backups** - SplashID Enterprise Admin can backup the company's SplashID data to a secure password protected SplashID vID file. Also, the entire MySQL database can be backed up, and that backup is also encrypted.

- **Timeout** - SplashID will automatically lock and hide the data after a specified period of time, so the Admin or employee doesn't need to remember to logout of SplashID when leaving a desk.

- **Strong Password Generator** - Admin and users can use the customizable Password Generator in SplashID to create passwords that are complex and unguessable.

Can SplashID Enterprise be used to store attachments securely?
Yes, attachments in records are encrypted and stored securely in the SplashID Enterprise database.

How much do SplashID Enterprise licenses cost?
http://www.splashdata.com/enterprise/pricing.htm