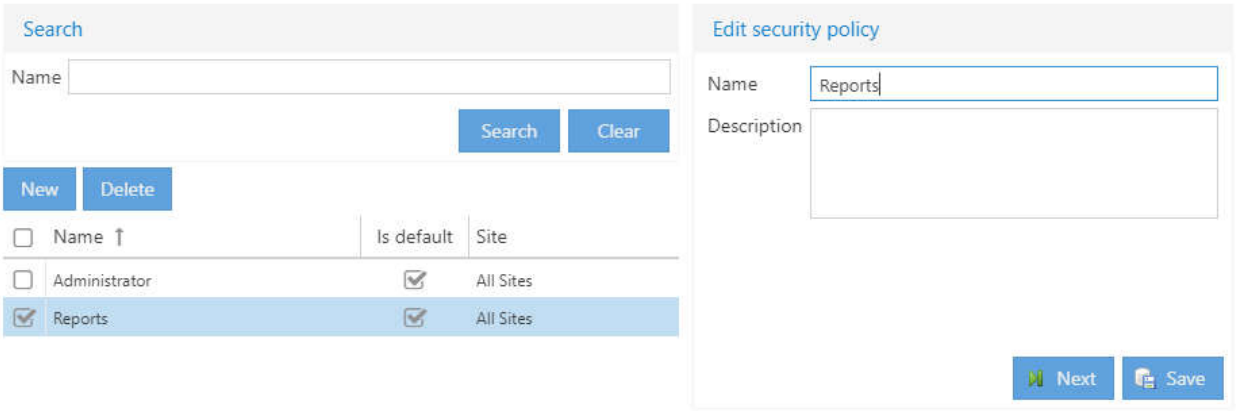
MAF ICIMS™ – Security Guide

Monitoring and Reporting for Unified Communications

1. Default Security Policies

The *Security Policies* window displays the security group to which a user can be assigned. The Administrator group has unlimited data access, and the Reports group has the most limited data access.

Select *Security Policies* from the Administration menu. The *Security Policies* window is displayed:



Enter relevant criteria to search for the relevant items. The following option is available:

Name: Enter the name of the policy you search for.

To view the result of your search, click **Search**. The *Security Policies* window will display the existing policies.

Click **Clear** to delete the information entered to perform a new search.

The Security Policies window already displays the following groups:

Administrators

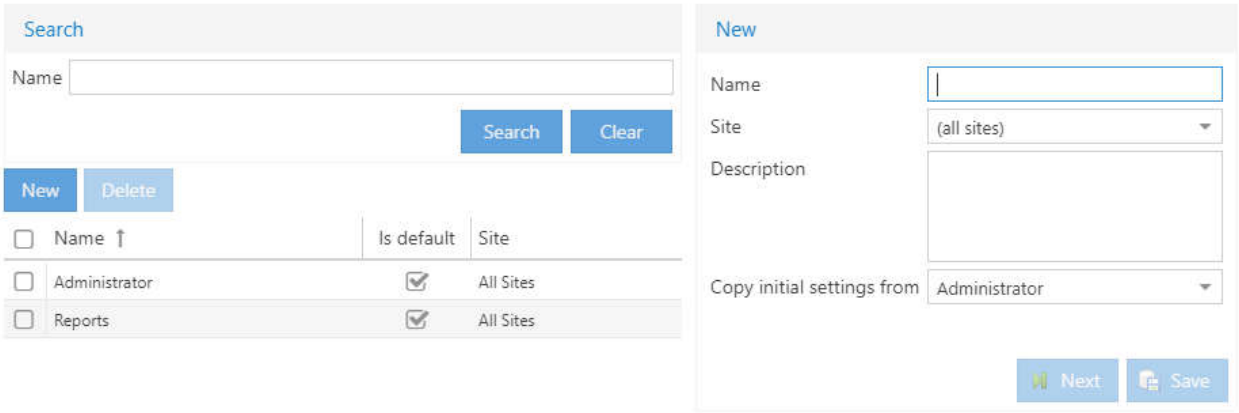
This is the **highest security** group. Administrators can **access all parts** of MAF ICIMS.

Reports

This is the second security policy. Reports users have access **only** to the Reports module (Report Builder, Standard Reports and Capacity Reports).

2. Adding a New Group

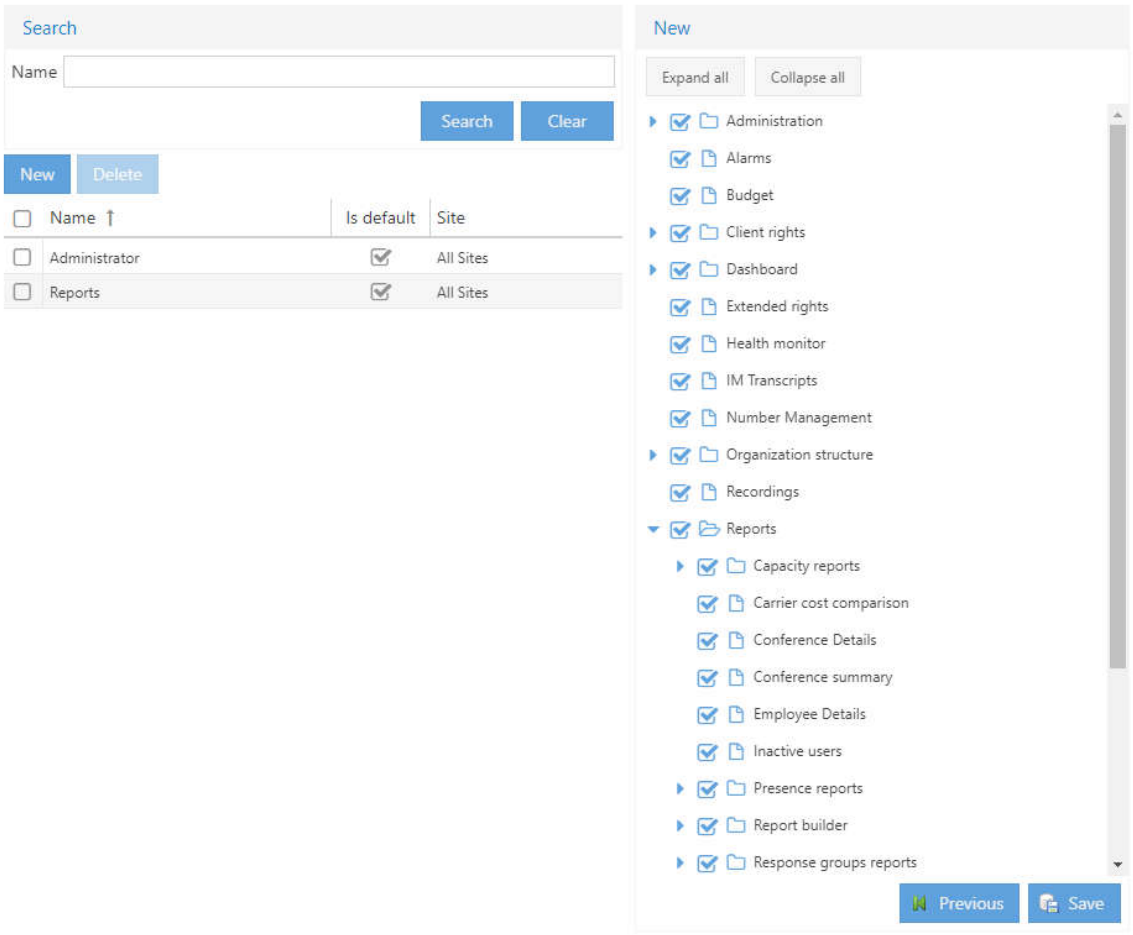
Click New to add a new policy. The following window is displayed:



Enter the following information:

- **Name**: type a name for the new policy
- **Site**: select the site you want to define the policy (leave all for all sites)

- **Description**: type a description for the policy
- **Copy initial settings from**: you can start with options from an already defined policy
- **Policies tree**: In the tree you can select the options for the new policy.



Check the rights that will be made **available** to this security policy.

Updating Security Policies

To **edit** the information for an existing security policy, select the policy, and then **you see** in the **right side** the *definition* of the policy.

Enter the necessary changes, and then click **Save** to **save the changes**.

Deleting Security Policies

To **delete** the information for a security policy, select the policy, and then click **Delete**. You will be prompted to **confirm** the **deletion**.

Click **Yes** to **delete the data**, click **No** to **leave the data as it is**.

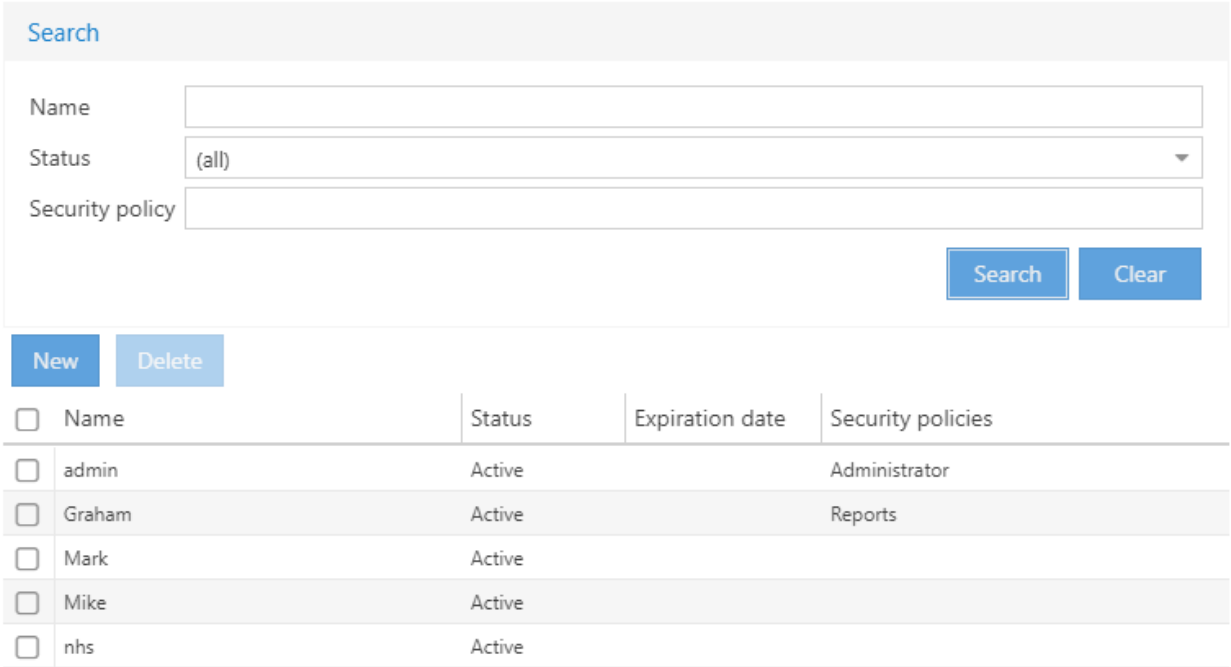
3. User Management

You can **manage** a list of users of the system.

Each user **is identified with a password and a specific policy**.

This way you can provide access to a range of personnel with different needs, without jeopardizing data security.

Select **Users** from the **Administration**-> **Security** menu. The **Users** window is displayed:



Enter relevant criteria to search for the relevant items.

The **following options** are available:

- **Name**: Enter the name of the user you search for and click **Search**.

The **Users** window will display the existing user(s). Click **Clear** to delete the information entered in order to perform a new search.

- **Status**: Click the drop-down arrow to display the available statuses.
  The options are: **Active** and **Locked**.

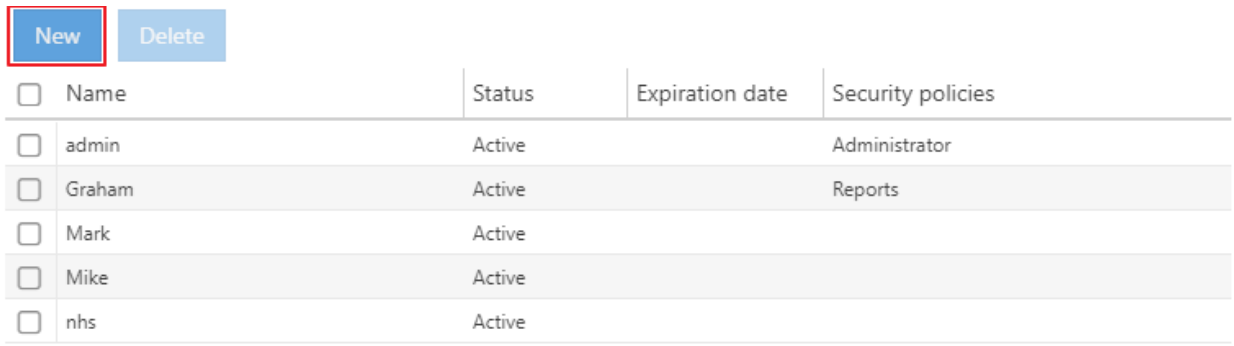
Select the relevant status for your search or leave the box empty to select all the statuses.

- **Security Policy**: Enter the name of the security policy to search for users assigned to that policy.

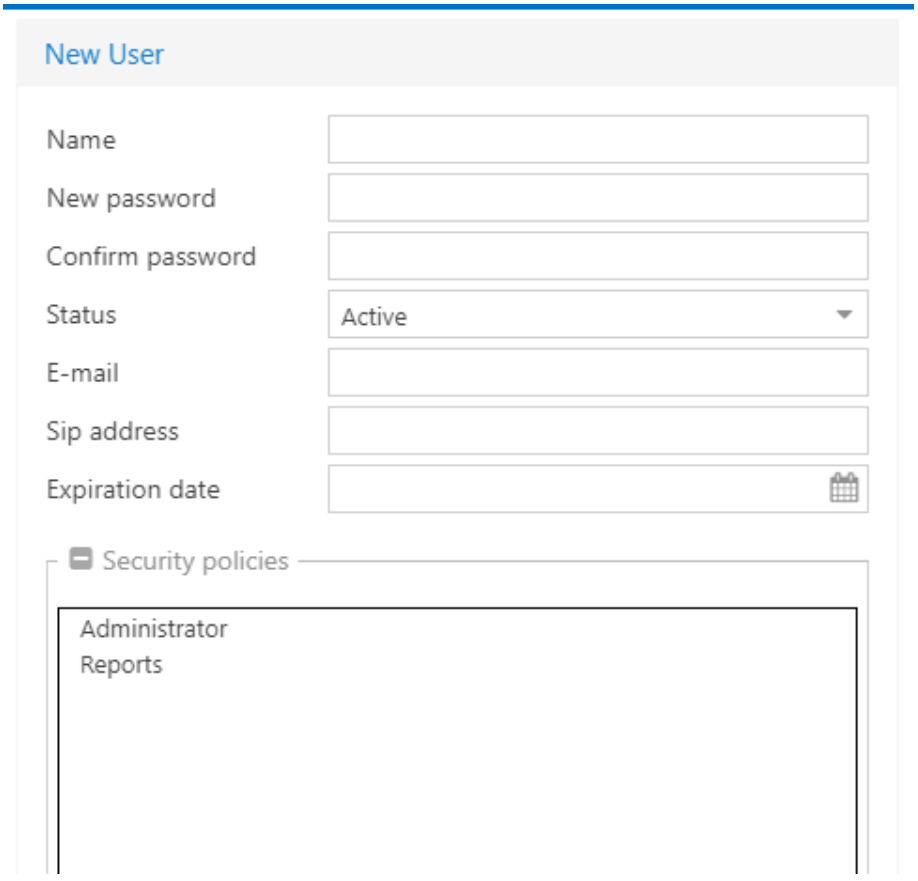
To view the result of your search, click **Search**. The **Users** window will display the existing user(s).

Click **Clear** to delete the information entered to perform a new search.

4. Adding a New User



Click **New** to add a new user to the system. The **New User** window is displayed:



Enter the following information:

- **Name**: Type the **Login Name** in this field. The name can consist of alphanumeric characters. The user's first name is a common entry for the Login Name.

- **New Password**: Type the password in this field. The password should consist of at least 6 characters. The password is case-sensitive.
- **Confirm password**: Re-type the password.
- **Status**: select the status of the user: **Active** or **Locked.**
- **Expiration Date**: You can pre-set the user to automatically lock on certain date.
- **Security Policy**: select the relevant policy for the user (you can do multiple selection)

5. Updating Users

To update user parameters, **select** the name of the user to be modified.

Click on the **user**, and the **Update User** window is displayed on the **right side.**

This *window* displays the same fields as the **New User** window.

Enter the necessary changes, and then click **Save** to save the settings. Leave the password fields empty if you do not want to change user's password.

6. Deleting Users

To delete a user from the Users, select the User to be deleted. Click Delete.

When prompted, click **Yes** to **delete**, or **No** to close the window **without deleting**.

You **cannot delete** the **currently logged in user** (yourself).

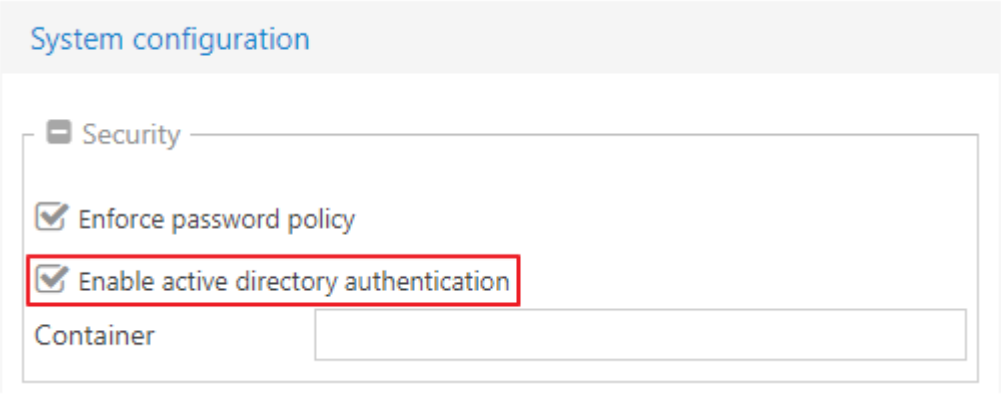
7. Active Directory Authentication

UC Analytics provides the ability for users to automatically login to the system using their Active Directory credentials.

To enable the active directory authentication, follow these steps:

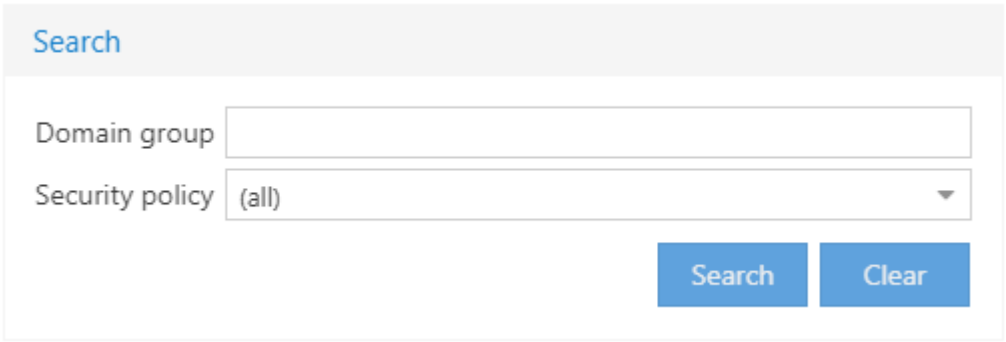
Enable Active Directory Authentication

Proceed to **Administration** -> **System** -> **System configuration** and enable AD authentication by checking the following box:



Proceed to **Administration** -> **Security** -> **Active directory authentication**.

To search through the active directory group policy we provide the possibility of using the following search criteria's:



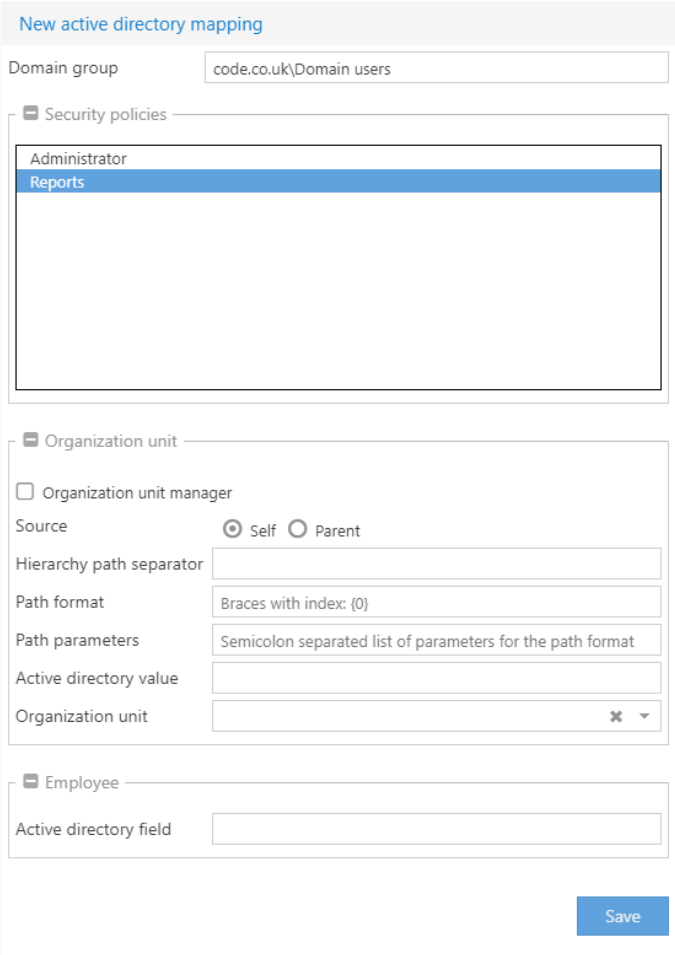
- Domain group: Enter the AD group that you are looking for.

- Security policy: select from the dropdown list the security policy that have groups assigned to.

Click **Search** after you have entered the criteria's you are looking for to filter the AD groups

8. Adding AD groups and assigning policies

To enable Active Directory Authentication to the whole AD directory group (all users) click on New and enter the following options:



- **Domain group**: **domain**\Domain Users whereas domain stands for the AD company domain and Domain Users are all the users in the AD.

- **Security policy**: choose from the dropdown the security policy you want to assign to that domain group.

We support the ability of enabling **multiple domain groups** with **different policies** assigned to them by selecting the entering the respective **Domain Group** in the **Domain group** configuration box.

9. Mixed-mode security and logging in as different user

Mixed-mode security

UC Analytics security option permits logging in the system through normal user/password combination **and** through AD authentication in the same time by having **both** users enabled in the Security -> Users and Domain groups enabled in Security -> Active Directory Authentication.

Log in as a different user

To log in the system as a different Active Directory user follow these steps:

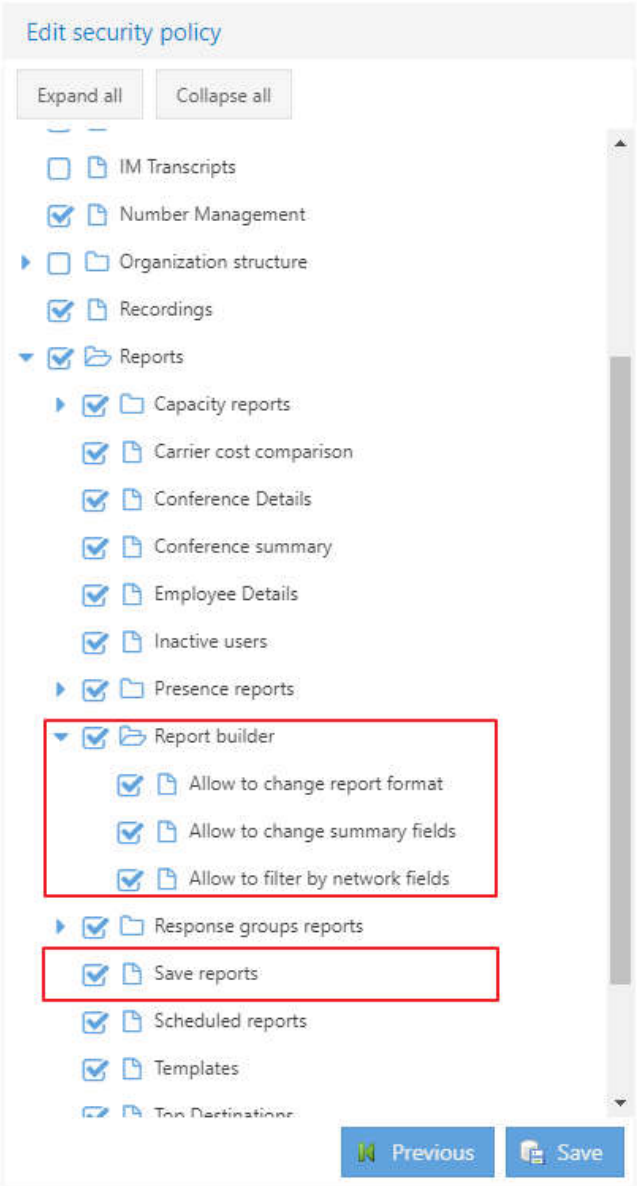
Click on your username in the upper right corner and choose log-out.

In the log in screen you have the ability to both log-in with a normal username/password combination or by clicking “Log in as a different user” and enter domain credentials in the pop-up box.

10. Policy Rights

Report Builder Rights

Report Builder functionality can be further customized per policy to disable the report builder completely or certain functions.



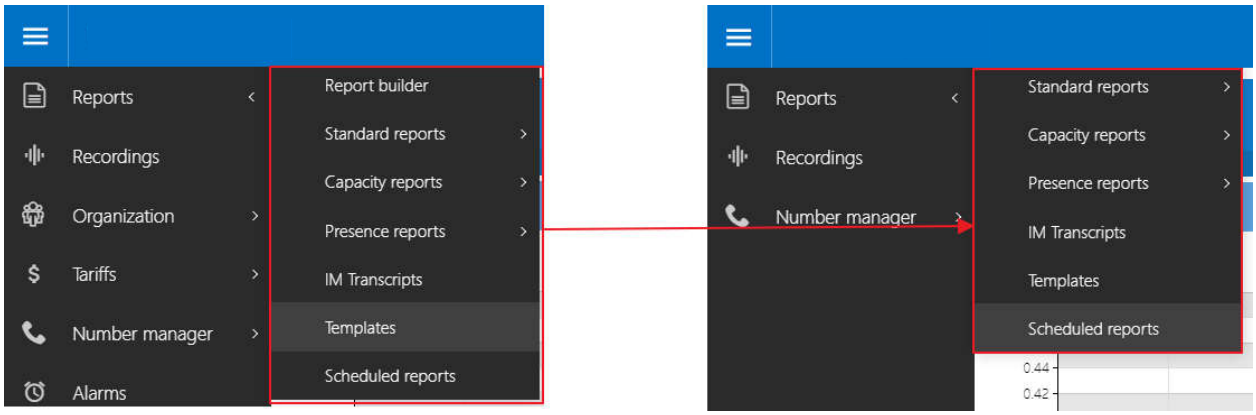
- **Report Builder**
  - **Allow to change report format**
  - **Allow to change summary fields**
  - **Allow to filter by network fields**

Save Reports

By unchecking **Report Builder**, it will completely disable from both the menu system and from the templates section.

Users that have this policy removed will not be able to create a custom report or open for alteration/editing the templates already created.

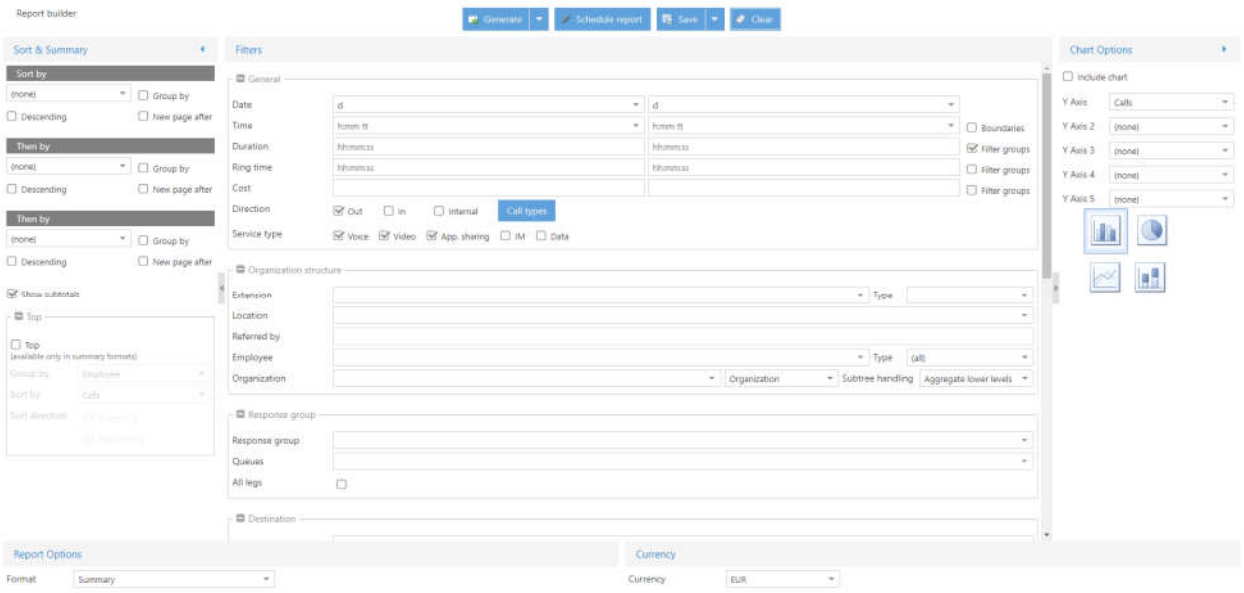
Any other standard reports and/or templates created will still be available to generate.



Further refinements to the report builder functionality can be implemented by removing certain rights.

These will affect the options available in both the report builder and when opening a template for editing:

- **Allow to change report format**
- **Allow to change summary fields**
- **Allow to filter by network fields**



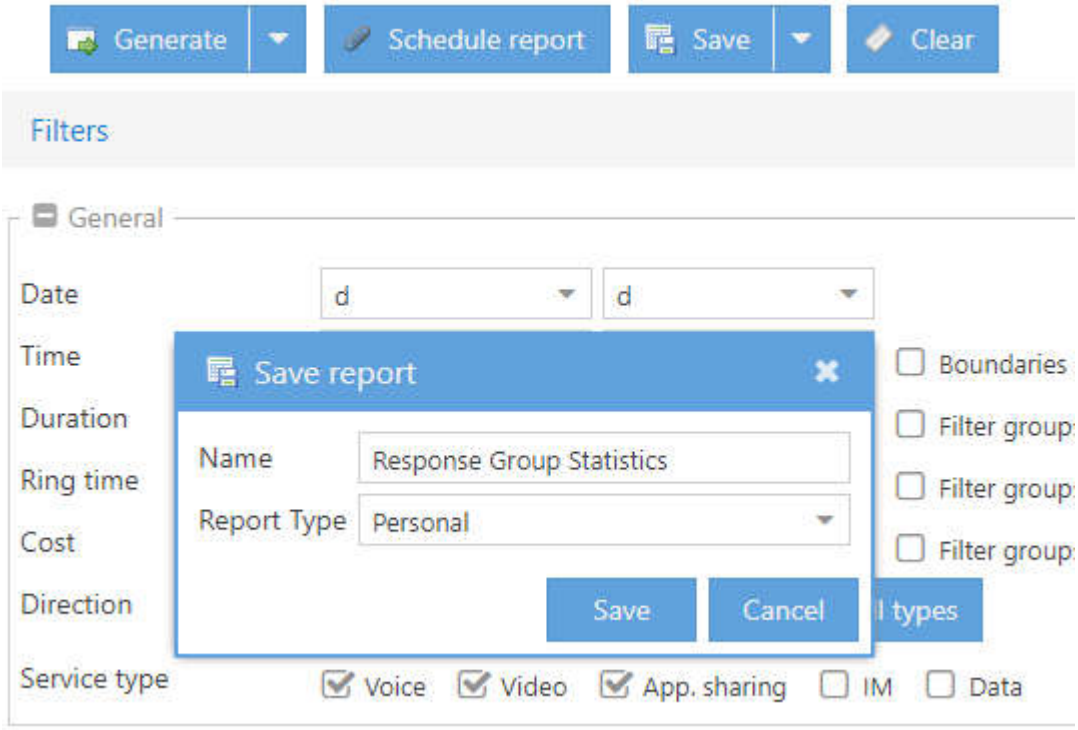
Allow to change report format disables the **Report Options and Currency** section in the lower part of the Report Builder

Allow to change summary fields disables the **Sort & Summary** options in the left area of the Report Builder

Allow to filter by network fields will disable the **network filters** (Lync Fields, Subnet etc.) and will only allow to show the General, Organization Structure, Response Group and Destination fields.

Saving reports templates or overwriting can also be disabled by unchecking **Save Reports** option in the security policies.

Any users affected by the **removal of this policy** will **not be able to save report template** anywhere else but in **Personal** templates section which are only visible to the user itself and will not affect either the original template nor the personal templates created by other users.


Generate
Schedule report
Save
Clear
Filters
General
Date
d
d
Time
Duration
Ring time
Cost
Direction
Service type
Save report
Name
Response Group Statistics
Report Type
Personal
Save
Cancel
Boundaries
Filter group
Filter group
Filter group
types
Voice
Video
App. sharing
IM
Data

About MAF InfoCom™

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering solutions for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Billing & Call Accounting.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications we expand our sales across the globe rapidly. Our solutions work with every major (IP)PBX and UC manufacturer platform.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

Monitoring, Analytics, Reporting and Recording for Unified Communications.

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