

# Loftware WebAccess Security Administration User's Guide

Version 2.1

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**LOFTWARE**<sup>™</sup>  
ENTERPRISE LABELING SOLUTIONS

166 Corporate Drive, Portsmouth, NH 03801 U.S.A.

Tel: (603) 766-3630 Fax: 603) 766-3631

sales@loftware.com www.loftware.com

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### Professional Services

For consultation, implementation services, training or product optimization please contact Loftware's Professional Services Group.

**Phone** +1.603.766.3630 x209

**E-mail** psg@loftware.com

### Technical Support

For installation and configuration questions, please contact Loftware's Technical Support department. Visit [www.loftware.com](http://www.loftware.com) for Loftware's technical support policies.

**Phone** +1.603.766.3630 x402

**Fax** +1.603.766.3635

**E-mail** techsupport@loftware.com

### Customer Service

For licensing, product information, and ordering questions, please contact Loftware's Customer Service department. Please have your Serial Number and Registration information available, so we can provide service to you quickly and efficiently.

**Phone** +1.603.766.3630 x401

**Fax** +1.603.766.3631

**E-mail** customerservice@loftware.com

### Traditional Mail

If you need to contact Loftware via traditional mail, FEDEX, UPS, or other mail service carriers, please use Loftware's shipping address.

Loftware, Inc.  
166 Corporate Drive  
Portsmouth NH 03801  
U.S.A.

Software licenses purchased directly from Loftware include the first year of Technical Support. This initial 12-month support period starts on the day the product is shipped and invoiced from Loftware's factory. When needed, support recipients during this period are eligible to receive unlimited telephone support, access to software upgrades and enhancements and speak with our Systems Analysts.

### **Premium Annual Support Contract**

To ensure uninterrupted telephone support as well as access to the latest software upgrades and enhancements, make sure all your software licenses remain under a Loftware Support Contract. After your first year of ownership, you will be sent a notice to renew your support contract. Please refer to Loftware's website for additional information on this very important topic, or if you prefer, call Loftware's Customer Service Department for more information.

During the one-year Support Contract period, Contract Subscribers have access to the following services:

1. Unlimited Technical Support Incidents
2. Access to Loftware's Professional Services Group
3. Automatically eligible to download software upgrades and service packs from our website
4. Automatic e-mail notification when new versions of software become available
5. When necessary, access to senior Loftware technical support staff, via phone and e-mail
6. Guaranteed software license replacement for accidentally damaged or malfunctioning hardware keys

### **Before Calling Support**

Loftware has highly trained technicians available to help you with your labeling system. Technical support calls are not accepted until all of the following Technical Support requirements are met:

1. Your product is registered. If you have not registered your software, you may do so at <http://loftware.com> or via fax by using the form included with your software.
2. There is a Support Contract in place that covers the specific license in question.

3. You have checked the user's guide(s) for your answer. If you do not have the User's Guides, both of the guides or various chapters of each can be downloaded in PDF format from our web site, or read on-line. User manuals are also on the Loftware CD.
4. You have checked the Loftware's Knowledge Base articles on our <http://loftware.com>. Hundreds of frequently asked questions and typical problems are documented there in easy to read articles.
5. If you suspect that your problem is hardware related, try to first determine if it is a problem with your PC, Network, or printer and contact the appropriate company. Loftware does not sell or service any hardware products.
6. Have your serial number and version number of the product you are using ready. These numbers can be obtained by accessing the Help | About menu of the label design mode.
7. Think about how you are going to efficiently explain the problem prior to speaking with a technician. The better the description, the quicker the solution and/or resolution to your problem.
8. If this is a follow up call to a previous incident, please have the incident number ready.

**Phone** 603-766-3630 x402

**Fax** 603-766-3635

**E-mail** [techsupport@loftware.com](mailto:techsupport@loftware.com)

## **Licensing, Warranty, and Support**

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The following documents are available in the “Documents” folder included with the CD-ROM or Internet download of the Loftware Software:

- Loftware End User License Agreement
- Loftware Third Party Terms and Conditions
- Loftware Software Services Support Agreement

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# Loftware WebAccess Security Administration

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You use the Loftware WebAccess Security Administration user interface to control access to the Loftware Print Server Print Service.

To control access to the print service, you configure rules, roles, users, and groups. In Loftware WebAccess Security Administration:

- You create rules to define groups of devices and actions such as editing and printing labels.
- You define user roles by adding rules that control access to printers and labels.
- You create users that have roles, and belong to groups.
- You build groups that have roles, and contain users.

## Role-based security

Loftware WebAccess includes a role-based security component for user authentication and data access. The security service requests credentials from users (name, password, domain) to determine the activity or information that the user has access to.

The security service's Role Based Access Control (RBAC) database uses a custom database schema for maintaining your list of authorized users and groups, as well as the specific Loftware services entities, roles, and permissions.

## Browser compatibility

Loftware supports the following browsers for use with Loftware WebAccess:

- Microsoft Internet Explorer version 7
- Mozilla Firefox version 2 or 3

## Log in to Loftware WebAccess Security Administration

1. Launch Loftware WebAccess Security Administration by entering the URL, `http://<webserver-ipaddress:port>/loftwareadmin`, for your deployment of Loftware WebAccess Security Administration. The login page appears.

**Note:** By default, the communication port assigned to the Loftware WebAccess components is 8080, your system may be configured to use a different port.

2. Enter your Username and Password, and Select a domain.
3. Click **Login**. The User Administration page appears.

## **Find rules, roles, users, or groups**

A search field appears at the top of each Administration page. The search looks in the Name and Description fields, and allows you to find rules, roles, users, or groups.

1. From the Administration page, enter search text in the Search field.
2. Select **Active**, **Inactive**, or **All**.
3. Click **Search**. A list of objects that match your search appears.

You can now select the object you want, and update, delete, or activate the object.

You can create rules in Loftware WebAccess Security Administration to set the visibility and access to files and devices based on properties of the object. These properties are:

- Formats – label and directory names.
- Devices – printer names

You assign rules to roles to define the role. A rule is not applied until it is assigned.

### About creating rules

Rules are the logic that controls access to printers and labels through Loftware WebAccess. Rules contain:

- The condition or filters that determine when and where the rule should apply.
- The action or consequence that determines what the rule does.

You can perform the following tasks when creating rules in Loftware WebAccess.

#### **Describe the rule**

You enter a name and description for each rule. The rules search looks in these fields.

#### **Activate the rule**

Rules can be active or inactive.

#### **Select the type of rule**

You can create the following types of rules:

- Formats – the rule will apply to file or directory names
- Devices – the rule will apply to device names
- All – the rule will apply to files, directories, devices.

#### **Select the rule's conditions**

You can add the following conditions to a Format rule:

- File name starts with
- File name ends with
- File name contains
- File name is
- Directory name starts with
- Directory name ends with
- Directory name contains
- Directory name is

You can assign the following conditions to a Devices rule:

- Alias starts with
- Alias ends with
- Alias contains
- Alias is

### **Enter a value for the rule condition**

After selecting a condition, you set the value the rule should look for. This value can be a label, printer, or directory name. You set the value by clicking the "{value}" field.

### **Select the action the rule performs**

You can perform 3 actions with a rule:

- Set the visibility.
- Add permissions.
- Remove permissions.

Set visibility sets the ability to see the entity selected by the rule to the value you select:

- Invisible
- Visible

Add permission gives the selected permission to the object selected by the rule. The following are the permissions available.

- Print – You can print to the object, but not change it.
- Read – You can see the file or device, but not change it or print it.

Remove permission explicitly removes the selected permission. The permission cannot be assigned by other rules. In other words, a Remove permission overrides an Add permission.

## Rule Considerations

This section describes best practices in designing rules.

### Filenames and the directory separators

The Loftware WebAccess rule engine treats a backslash (\) as a special character. Use a period (.) in place of a backslash (\) when entering directory names in a rule.

#### For example

Windows directory name: C:\Program Files\Loftware Labeling\LABELS\VendorB

Loftware WebAccess directory name: C:.ProgramFiles.Loftware Labeling.LABELS.VendorB

### Filenames and the Loftware labels directory setting

Microsoft does not recognize case sensitivity in the directory structures of its operating system. This can cause an issue when creating rules for files, and when copying and pasting the directory name from Windows Explorer or the Command line.

When Loftware is installed, the default labels directory is:

```
C:\Program Files\Loftware Labeling\LABELS
```

In the llmwdn32.ini, the labels directory is written as:

```
C:\Program Files\Loftware Labeling\labels
```

When a request is made by Loftware WebAccess to LPS for label information, LPS returns the filename based on the llmwdn32.ini file string and not what it might receive from the operating system.

File as shown on a command line:

```
C:\Program Files\Loftware Labeling\LABELS\somefile.lwl
```

As returned from LPS:

```
C:\Program Files\Loftware Labeling\labels\somefile.lwl
```

This case sensitivity change in the "labels" directory causes the rule not to find this file if the directory is written as "LABELS" in the search string. To prevent this conflict, change the rule to look for "labels" or change the llmwdn32.ini file to reflect the operating system case.

## Rules Administration

This section provides instructions on the tasks you can perform from the Rules Administration page. From the Rules Administration page you can:

- Open Rules Administration
- Add a rule

- Update a rule
- Deactivate a rule
- Delete a rule

### Open the Rules Administration page

On the Administration menu, select **Rules**. The Rules Administration page appears.

### Add a rule

1. From the Rules Administration page, click **Add**. The Rule Administration - Add window appears.
2. Enter a name and description for the rule.
3. Select **Active** to make the rule available.
4. Select the type of rule
5. Select the rule conditions you want, and move them to the Entity is field.
  - a. Click "{value}" next to the rule. A text field appears.
  - b. Enter a printer name or directory that the rule should match.
6. Select an action, and move them to the Entity is field.
7. Select the type of action you want the rule to perform.
8. Repeat steps 4 to 7 to add more "contains" conditions.
9. Save the rule. You are returned to the Rules Administration page.

### Update a rule

1. From the Rules Administration page, click **Update**.
2. The Rule Administration - window appears.
3. Edit the name, description, conditions or actions of the rule.
4. Save the rule. You are returned to the Rules Administration page.

### Activate or Deactivate a rule

1. From the Rules Administration page, click **Update**.
2. The Rule Administration - window appears.
3. Select or clear the **Active** checkbox.
4. Save the rule. You are returned to the Rules Administration page.

### Delete a rule

From the Rules Administration page, select the rule you want to delete, and click **Delete**.

Roles are used to assign privileges to Loftware WebAccess users. For example, you may set up a role that allows users to access printers at a certain location.

### About creating roles

You define roles in Loftware WebAccess by assigning rules. You then add roles to groups or users. You can perform the following tasks when creating roles in Loftware WebAccess.

#### Describe the user role

You enter a name and description for each role. The roles search looks in these fields.

#### Select the rules that apply to the user role

Rules are not used by Loftware WebAccess until they are assigned to a role.

### Role Administration

This section provides instructions on the tasks you can perform from the Roles Administration page. From the Roles Administration page you can:

- Open Role Administration
- Add a role
- Update a role
- Deactivate a role
- Delete a role

#### Open the Roles Administration page

On the Administration menu, select **Roles**. The Roles Administration page appears.

#### Add a user role

1. From the Roles Administration page, click **Add**. The Role Administration – Add page appears.
2. Enter a name and description for the role.
3. Select **Active** to make the role available.

4. Select the rules you want for this role, and move them to the Assigned field.
5. Save the role. The Role Administration page appears.

### **Update a user role**

1. From the Roles Administration page, click Update.
2. The Roles Administration - window appears.
3. Edit the name, description, or rules of the role.
4. Save the rule. You are returned to the Rules Administration page.

### **Activate or deactivate a user role**

1. From the Roles Administration page, click Update.
2. The Role Administration - window appears.
3. Select or clear the **Active** checkbox.
4. Save the role. You are returned to the Roles Administration page.

### **Delete a user role**

From the Roles Administration page, select the role you want to delete, and click **Delete**.

You can use groups to manage roles and users. Groups contain roles and users.

### About creating groups

You assign roles and users to groups. You can perform the following tasks when creating groups in Loftware WebAccess.

#### Describe the group

You enter a name and description for each group. The groups search looks in these fields.

#### Select users

You can assign users to a group. If you assign a user to a group, the user name will also appear in the Assigned groups field on the User Administration – Edit page.

#### Select roles

You create a group by assigning roles to the group.

### Group Administration

This section provides instructions on the tasks you can perform from the Group Administration page. From the Group Administration page you can:

- Open Group Administration
- Add a group
- Update a group
- Deactivate a group
- Delete a group

#### Open the Group Administration page

On the Administration menu, select **Groups**. The Group Administration page appears.

### Add a group

1. From the Group Administration page, click **Groups**. The Group Administration – Add page appears.
2. Enter a name and description for the group.
3. Select **Active** you make the group available.
4. Select the users and roles you want for this group, and move them to the Assigned fields.
5. Save the group. The Group Administration page appears.

### Update a group

1. From the Group Administration page, select the group you want to update, and click **Update**. The Administration - Add window appears.
2. Edit the name, description, users, or roles of the role.
3. Save the group. You are returned to the Group Administration page.

### Activate or deactivate a group

1. From the Group Administration page, select the group you want to update, and click **Update**.
2. The Group Administration - Add window appears.
3. Select or clear the **Active** checkbox.
4. Save the group. You are returned to the Group Administration page.

### Delete a group

From the Group Administration page, select the group you want to delete, and click **Delete**.

Users have roles and may belong to groups.

### About creating users

You assign roles to users, and you can assign users to groups. You can perform the following tasks when adding users to Loftware WebAccess.

#### Describe the user

You can assign the following information to a user:

- Username and password
- First Name
- Last Name
- Email address
- Description

You can also assign the user to a domain, and indicate if the user is a Domain account.

#### Select groups

You select the groups that you want the user to belong to. If you assign a group to a user, the group name will also appear in the Assigned users field on the Group Administration field.

#### Select roles

You select the roles you want the user to have.

### User Administration

This section provides instructions on the tasks you can perform from the User Administration page. From the Users Administration page you can:

- Open User Administration
- Add a user
- Update a user

- Deactivate a user
- Delete a user

### Open the User Administration page

On the Administration menu, select **Users**. The Users Administration page appears.

### Add a user

1. From the User Administration page, click **Users**. The User Administration – page appears.
2. Enter user information for the user.
3. Select the Domain for the user.
4. Select **Active** to make the user available.
5. Select **Domain Account** to use the user's domain password for authentication.
6. Select the groups the user belongs to and the roles the user has, and move them to the Assigned fields.
7. Save the group. The Group Administration page appears.

### Update a user

1. From the User Administration page, click **Update**. The User Administration - window appears.
2. Edit the name, description, groups, or roles of the user.
3. Save the user. You are returned to the User Administration page.

### Deactivate a user

1. From the User Administration page, click **Update**. The User Administration - Add window appears.
2. Select or clear the **Active** checkbox.
3. Save the user. You are returned to the User Administration page.

### Delete a user

From the User Administration page, select the user you want to delete, and click **Delete**.

**Note:** Disabling a user who is logged in to Loftware WebAccess does not immediately revoke the user's privileges. The user retains privileges until he or she logs out, or his or her session expires.

You can use the Auditing feature of Loftware WebAccess Security Administration to track the change made to rules, roles, groups, and users.

Loftware WebAccess Security Administration creates a record for each change made to a rule, role, group, or user. Each audit record contains:

- The date and time of the change
- The name of the field that was changed
- The old and new values

### Open the Audit log

Click **Auditing** from the menu bar. The Audit log opens.

### Find Audit records

A search field appears at the top of the Audit log. The search looks in the audit record fields, and allows you to find specific audit records.

1. From the Audit log, enter text in the Search field.
2. Enter the date range to search
3. Select the number of records to display.
4. Click **Search**. A list of audit records that match your search appears.

You can now select the audit you want to view.

### About Connection Management

The License Connection Management page displays a list of the registered licenses on the Software Print Server connected to Software WebAccess.

You use the License Connection Management to reset or release registered licenses.

#### Open the Connection Management page

- Click **Connection Management** from the menu bar. License Connection Management opens.

#### Release a client license

1. Select an available license.
2. Click **Release**.

#### Release all client licenses

- Click **Release all** to release all client licenses displayed on the Connection Management page.

#### Clear the selection of all client licenses

- Click **Reset**.